

FA|FM Communication Response Time SOP

Document Title: FA|FM Communication Response Time SOP

Department: All Staff & Leadership

Effective Date: May 2026

Version: 1.0

1. Purpose

The purpose of this SOP is to establish clear communication expectations and response standards across all FA|FM Church departments and leadership teams.

This procedure exists to:

- Improve organizational communication
 - Increase team accountability
 - Prevent communication delays
 - Maintain operational efficiency
 - Ensure leadership alignment
 - Promote professionalism and clarity across departments
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2. Scope

This SOP applies to:

- Executive Leadership Team (ELT)
 - Pastoral staff
 - Department directors
 - Ministry leaders
 - Administrative staff
 - Team coordinators
 - All internal church communication
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3. Communication Standards

All staff and leadership are expected to communicate:

- Promptly
- Professionally
- Clearly
- Respectfully
- With operational awareness

Communication should support alignment, efficiency, and healthy team collaboration.

4. Communication Response Expectations

Communication Method	Expected Response Time
Phone Calls	Immediate response when possible (ASAP)
Text Messages	Within 1 hour
Emails	Within 24 hours
Weekly Recap Updates	Every 7 days
One-on-One Meetings	Monthly

5. Phone Call Communication Policy

Phone calls should be used for:

- Urgent matters
- Time-sensitive decisions
- Emergencies
- Immediate operational needs

If unavailable:

- Calls should be returned as soon as reasonably possible.
 - Staff should communicate availability when delayed responses are expected.
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6. Text Message Communication Policy

Text messaging should be used for:

- Quick updates
- Time-sensitive communication

- Immediate coordination
- Simple approvals or confirmations

Expected response time:

- Within 1 hour during standard working hours unless otherwise communicated.
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7. Email Communication Policy

Email should be used for:

- Detailed communication
- Documentation
- Official requests
- Scheduling
- Recaps
- Strategic discussions

Expected response time:

- Within 24 hours on business days.

Emails requiring additional research or approvals should still receive acknowledgment within 24 hours.

8. Weekly Recap Policy

Each department leader must provide a weekly recap update every 7 days.

Weekly recaps should include:

- Major accomplishments
- Current projects
- Upcoming priorities
- Challenges or blockers
- Key ministry updates
- Needed approvals or support

Weekly recaps help maintain visibility, alignment, and accountability across leadership.

9. One-on-One Meeting Policy

Department leaders and direct reports should conduct one-on-one meetings monthly.

The purpose of one-on-ones is to:

- Maintain alignment
- Provide coaching and support
- Review goals and priorities
- Address challenges
- Improve communication and leadership development

10. Cross-Department Communication Policy

When communicating with other departments regarding:

- Event coordination
- Creative requests
- Operational planning
- Strategic initiatives
- Schedule changes
- Multi-department collaboration

the Executive Creative Pastor must be copied (CC'd) when applicable to maintain organizational visibility and alignment.

11. Communication Escalation Policy

If communication expectations are repeatedly not met:

1. The issue should first be addressed directly between team members.
 2. Continued communication issues should be elevated to the department leader.
 3. Ongoing concerns may be reviewed by Executive Leadership.
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12. Professional Communication Expectations

All staff communication should:

- Honor church culture and values
- Avoid unnecessary delays
- Maintain clarity and professionalism
- Be solution-oriented
- Support healthy collaboration

Unclear or incomplete communication may delay approvals, projects, or event execution.

13. Availability & Time-Off Communication

Staff members are responsible for communicating:

- PTO schedules
- Out-of-office dates
- Delayed response availability
- Emergency unavailability

Automatic email responses and delegated communication contacts are encouraged during absences.

14. Compliance & Accountability

Consistent communication is considered part of operational excellence and leadership responsibility.

Failure to follow communication expectations may result in:

- Operational delays
- Misalignment between departments
- Missed deadlines
- Leadership follow-up regarding accountability