Research Administration Practices (RAP) Sessions

Communicating with your PI

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Agenda

- Welcome and Introductions
- Communication Basics
- Communication Methods
- Communicating Potential Issues
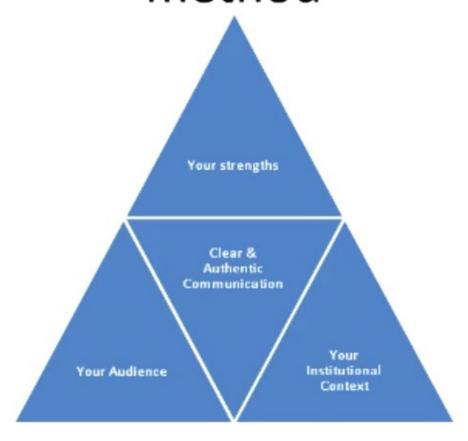- Resources

Communication Basics

7 Cs of Communication

- Clarity
- Concise
- Correct
- Complete
- Consideration
- Concrete
- Courtesy

7Cs OF EFFECTIVE COMMUNICATION

→ **CLARITY**
Be clear with your message, keep it simple

→ **CONCISE**
Least possible words is saves time for sender and receiver

→ **CORRECT**
Accurate facts and figures, proper use of grammar, spelling and language

→ **COMPLETE**
Must convey all the facts required by the receiver

→ **CONSIDERATION**
Consider the audience and their requirements

→ **CONCRETE**
Be definite and specific, not vague

→ **COURTESY**
Think about the receiver, their viewpoint and be respectful

easyprojecthub.com

NCURA

From NCURA Webinar *"Authentic Communication with PIs"*
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Communication Basics, cont'd

When determining communication method

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Communication Basics, cont'd

- **Communicate when things go right *and* when things go wrong**
- **Communicate timeframes**
- **Read and convey regulations and guidelines**
- **Communicate policies**
- **Ask questions!**
- **Find answers to questions:**
  - **Dept Resources**
  - **RAS Contract Administrator**
  - **ra-help@mit.edu**

Communication Methods

Reported communication systems or tools used by the MIT community:

- Email*
- Zoom Meetings*
- Slack*
- Phone
- Instant Messaging
- Text
- WhatsApp – common internationally, handles messages; similar to Apple FaceTime
- Google Workspace (formerly G Suite)
- Microsoft Teams

*Denotes most secure because of MIT authentication and/or encryption

Communicating Potential Issues

- **Potential Issue(s) – define and communicate**
  - **Proposals**
    - **Delay/prevent proposal submission?**
    - **Will Sponsor review?**
  - **Award**
    - **Delay/prevent MIT award activation?**
- **Possible Solution(s) – define and communicate**
  - **What is needed to resolve the issue?**
  - **More than one option?**

Resources - Questions – Help

Department Resources
- *Check with your Administrative Officer (AO), Fiscal Officer (FO), and/or other Department Contacts*

RAS webpages
- Preparing and Submitting Proposals: https://ras.mit.edu/grant-and-contract-administration/preparing-and-submitting-proposal
- Negotiation and Acceptance of Awards: https://ras.mit.edu/grant-and-contract-administration/negotiating-and-accepting-award
- Setup of Award: https://ras.mit.edu/grant-and-contract-administration/setting-award
- Managing Awards: https://ras.mit.edu/grant-and-contract-administration/managing-projects
- Reporting and Closeout of Award: https://ras.mit.edu/grant-and-contract-administration/reporting-and-closing-out-award

VPR webpages
- Integrity and Compliance: https://research.mit.edu/integrity-and-compliance
- Research Policies and Procedures: https://research.mit.edu/research-policies-and-procedures

RA Support
- Help Queue – ra-help@mit.edu
- RA Support Educational Offerings: https://ras.mit.edu/education-and-career-resources/educational-offerings
- Quick Guide for PIs: https://ras.mit.edu/education-and-career-resources/educational-offerings/quick-guide-pis