

Research Administration Practices (RAP) Sessions



Communicating with your PI

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Presented by:

Kim Mann – *Manager, Research Administration Support, VPR*

In Collaboration with:

Linda Gjerasi– *Senior Fiscal Officer, Department of Mechanical Engineering*



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

Communication Basics, cont'd

When determining communication method



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>