This resource provides tips for communication between the University of Michigan's research project teams and its central offices (e.g., Office of Research and Sponsored Projects (ORSP), Finance-Sponsored Programs, or compliance offices), addressing best practices for universal and traditional communication means as well as via U-M-specific tools like the eResearch proposal management (eRPM) system.

**Table of Contents**

- Page 1: General Tips to guide any communication scenario.
- Page 2: eRPM Communication Matrix to guide when to use different eRPM activities, accompanied by links to eRPM step-by-step guides.
- Page 3: Email vs. Phone Communication Matrix with tips on when to email vs. when to phone.

Effective communication is at the heart of any thriving organization. Each day we ask questions, offer and seek updates, and strive for understanding and good outcomes.

In times of remote work, deadlines, increased work volume, physical barriers, or other stress-inducing challenges, we all can benefit from a refresher on established protocols and clear expectations for communications.

"In a world of constant change, the fundamentals are more important than ever." - James C. Collins

**GENERAL TIPS**

- Assume each of us has the best intentions.
- Be a good listener.
- Be mindful of body language, facial expressions, and tone in spoken and written messages.
- Set a communication reply goal. If you know you cannot respond within that goal, let the asker know that you will follow up, and estimate when.
- Draft questions in the active voice for clarity.
- Minimize redundant communications (e.g., sending an e-mail to indicate that something was posted in eRPM).
- Check locally. Often questions can be answered internally. Try new U-M Research Administration Forum on Slack. Peer-to-peer support is indispensable.
- People who communicate effectively create less friction and experience fewer misunderstandings, saving time and reducing mistakes.

**UTILIZE THE 5 Ws**

Include info on:

**UTILIZE THE 5 Cs**

Strive to be:
- Clear, Concise, Complete, Correct, and Courteous.

**Thanks**

Thanks to the RAAC Communications subcommittee and to the following for their contributions to this resource: Karen Alameddine, Andrea Anderson, Linda Chadwick, Leslie Chavez, Constance Colthorp, Cindy Dames, Chris DeVries, Lyn Fyfe, Amy Franklin, Dan Green, Cathy Handyside, Cathy Liebowitz, Daniela Marchelletta, Becky O’Brien, Anthony Nielsen, and Pat Turnbull.
### eRPM Communication Matrix

<table>
<thead>
<tr>
<th><strong>eRPM Communication Method</strong></th>
<th><strong>eRPM Communication Method</strong></th>
<th><strong>eRPM Communication Method</strong></th>
<th><strong>eRPM Communication Method</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="https://myumi.ch/yKmZ5" alt="PROJECT TEAM REQUEST ORSP ACTION" /></td>
<td><img src="https://myumi.ch/yK5PM" alt="POST A COMMENT" /></td>
<td><img src="https://myumi.ch/qgd4v" alt="SEND TO PROJECT TEAM FOR CHANGES" /></td>
<td><img src="https://myumi.ch/BoRml" alt="REQUEST ACTION" /></td>
</tr>
<tr>
<td>This eRPM activity is available...</td>
<td>...after the PAF/UFA is routed to ORSP.</td>
<td>...as soon as a new PAF is created, and is available on active Awards.</td>
<td>...once submitted for approval until routed to ORSP, and when ORSP returns PAF/UFA.</td>
</tr>
</tbody>
</table>

### eRPM Guide URL
- http://myumi.ch/yKmZ5
- http://myumi.ch/yK5PM
- http://myumi.ch/qgd4v
- http://myumi.ch/BoRml

### When to Use
- **To request that ORSP take action or make changes to a Proposal Approval Form (PAF) or an Unfunded Agreement (UFA), or send items to sponsor.**
- **To share a PAF/UFA status change.** Example: pre-award changes; sponsor requests a pre-award rebudget from a principal investigator (PI); to forward Award documents.
- **Tip:** You need to have Primary Research Administrator status to use this.
- **Tip:** If there is a sponsor deadline for this request, be sure to include that date at the beginning of your request.

### Results
- Each action request moves the PAF/UFA into the ORSP Project Representative’s eRPM inbox.
- All who have access to the PAF or AWD can see comment, but they have to go into the record to see it.
- **Tip:** Post a Comment does not put the request in the PR’s work queue, thus, PRs handling coverage will not know if action needs to be taken. Don’t use for action-oriented communications.
- Generates “acknowledgment request” emails to all previous PAF approvers.
- Places the request in the ORSP PR’s work queue and can be seen by all PRs handling coverage if that PR is out.

### Does it trigger email?
- No.
- Not necessarily. It’s user-directed. An email is sent only if recipient(s) are selected. The comment poster can check/uncheck recipient boxes.
- Yes, in every instance used, to everyone with approval access to the PAF.
- Yes, the PI, Primary/Additional Post-Award Contact(s), and the ACR creator will each receive an email notification that an ACR has been routed for approval.
- This process does not send an email to ORSP, but does arrive in PR’s work queue, as described above.

### Examples & Scenarios
- **PI indicates proposal has been turned down; update PAF/UFA docs sent to PI.**
- **Document an issue with a PAF.**
- **Budget revision, indirect cost rate change, effort change, or other event requested by unit.**
- **Budget or effort revisions, indirect cost rate change, or other event requested by unit.**

---

**PAGE 2 OF 3**
### EMAIL VS. PHONE COMMUNICATION MATRIX

**WHEN TO EMAIL**

When eRPM is not an option, you can draft an email. Do this when...

- Documentation in eRPM is not necessary.
- Documentation aids later support and clarification.
- Clarification is needed before documenting in eRPM.
- You need to share correspondence with a sponsor.
- You would like to request a Zoom consultation.

...& HOW

**Always:**

- Include all contact information in your signature, including your email and phone number.
- Include relevant U-M reference information, e.g.:
  - Award record (AWD) number;
  - Proposal Approval Form record (PAF) number;
  - Unfunded Agreement record (UFA) number;
  - Project/Grant (P/G) number (for Finance-Sponsored Programs);
  - Principal Investigator (PI) name;
  - Sponsor name and detailed contact information (if requesting that a central office contact them).
- Direct your email to the person you're requesting a response from, using the “To” line appropriately.
- Copy interested parties when necessary, using the “cc:” line and “Reply to All” appropriately.
- Proofread for accuracy, clarity, and tone.
- When forwarding, summarize the action requested in the introduction. Re-iterate the subject in the first line of an email, and include your question.
- Put as much key information in the subject line as possible, including “URGENT” and a “RESPOND BY” time if a same-day reply is needed.
- Time-sensitive messages should describe consequences of a delayed response.

**WHEN TO PHONE**

Picking up the phone (and leaving a voicemail) may help when...

- You need a quick confirmation or to speak with someone directly (remember to leave a voice mail).
- You are experiencing miscommunication (e.g., still not clear after writing back and forth).
- You need to discuss complex situations or when multiple issues need resolution.
- You're asked to respond by phone, or you need to speak in real time via phone or Zoom.
- For urgent matters or same-day requests (and, of course, it is best to plan ahead and avoid these situations wherever possible).

...& HOW

**Always:**

- Leave a voicemail, which will be automatically transcribed and forwarded via email.
- Identify yourself and why you are calling.
- Concisely reference any relevant U-M reference information, e.g.:
  - AWD number;
  - PAF number;
  - UFA number;
  - P/G number (for Finance-Sponsored Programs);
  - PI name;
  - Sponsor name and detailed contact information (if requesting that a central office contact them).
- If you do connect, be sure to ask if it is a good time to speak with the person you’ve called and indicate how long you think you’ll need to resolve the matter (e.g., “Do you have five minutes, or time for a quick call?”).