

Workplace Communication in Remote-Based Teams

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Abstract

This study seeks to illustrate the effects of workplace communication in remote-based teams by attempting to define how working in a remote team differs from working in an in-person team, by addressing disconnect among remote-based teams, possible reasons why this disconnect exists, and determining where opportunities to strengthen this communication exist. Grounding this research in media richness theory, survey respondents were given the opportunity to discuss how working remotely has affected communication with their colleagues, especially considering the COVID-19 pandemic.

Keywords: remote work, media richness theory, COVID-19, digital technologies, workplace communication