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for the Future

## *Formal vs Informal Communication in Customs*

# Formal vs Informal Communication



## Formal communication

- Structured and generally involves 'telling' or instructing
- Regulatory communications and decisions
- Letters, emails

## Informal communication

- Often less structured information in a variety of mediums
- Can flow up and down, with speed
- Voice, phone, IM

# Communications in Customs



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**PAST**  
**FORMAL**

**NOW**  
**INFORMAL**

# Informal communication – benefits and challenges



## Benefits

- Faster / responsive
- More information
- Engagement

## Challenges

- Risk of leakage
- Too much data
- Corruption of message

# Formal vs Informal?



Formal



Informal



Effective  
communications  
for Customs



**Finally...**

***‘The more elaborate the means of communication, the less we communicate’***

**Priestly**