



Communication

Dec. 2012 Club & Organization Training

What this is & is not...

- o This is an opportunity to learn what you and your members think about communication
- o This is not another lecture on communication
- o This is a time to pick up some communication tips
- o This is a time to think about how you're communicating and how you can change it

First an activity...

- o Break up into groups of three or four
- o One person from each group will be given something to draw
- o Show it to the middle person
- o Middle person relays the image to the last person – can't tell them what the item is, can't draw for them, can go back and look as many times as they want
- o Last person draws

What is communication?

- The imparting or interchange of thoughts, opinions, or information by speech, writing, or signs.



What did you say?

- o Survey was sent out in mid-November to all club and organization members
- o Goals were to understand:
 1. How well you thought organization members communicated
 2. How you preferred to communicate
 3. What was the largest communication challenge
- o **45** club/org members responded
 - o **20** General Members
 - o **25** Executive Board Members

How would you rate the communication between the following members...

o E-Board and E-Board

3.64



o General Members and General Members

3.84

o E-Board and General Member

3.82

Methods of Communication

	1st	2nd	3rd
E-Mail	36%	51%	9%
Txt	24%	24%	18%
	9%	13%	38%
	0%	0%	0%
Meetings	31%	11%	28%

What do you think is the primary communication challenge within your group?

- o Information is unclear 11%
- o Information comes too late 16%
- o I/Members don't check for information 33%
- o I/Members don't know where to get information 4%
- o No major communication challenges 36%

Looking at the results...

- o What did you expect?
- o What surprised you?
- o How does this information relate to your group?

Tips based on results

- o Meetings hold power
- o E-mail before you post to Facebook
...or do both
- o Make sure E-Board is communicating well first

Please excuse the cliché...

*Communication goes
both ways*

More Tips...

- o Find out how your group wants to communicate
- o Set mutual expectations
- o Have a record of everyone's contact information
- o Keep everyone aware of different scenarios
- o Be extremely clear
- o Listen.

Listening...

- o What's the difference between active and passive listening?
- o Passive
 - o No Response
 - o Less-than-Full Attention
- o Active
 - o Non-Verbal Cues
 - o Repeating Main Points



What will you do differently?

Questions?

- Remember – a staff member can always come work with your group...just ask!

Contact

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