

IMPACT

North-American Interfraternity Conference

Communicating Effectively

When the Real Leader Speaks, People Listen

So much of our journey is learning about and removing barriers.
-Melody Beattie

Session Notes

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Communicating Effectively... *When the Real Leader Speaks, People Listen*
Session Outline • Saturday 10:30 – 11:45 am • Page 1

Objectives

- To show the importance of communication
- To demonstrate how effective communication can lead to positive outcomes
- To enhance the skills of diplomacy, negotiation, planning and problem solving.
- To begin to foster collaboration among fraternity/sorority members and leadership councils

Outline

10/10

Introduction to Communication

- We have talked about leadership and the different styles of leadership. We have seen how people differ in their leadership styles.
- Facilitator asks:
 - Why is communication important in our Greek community?*
 - What are some of the obstacles of effective communication?*

40/50

The A B C Exercise

Instructions:

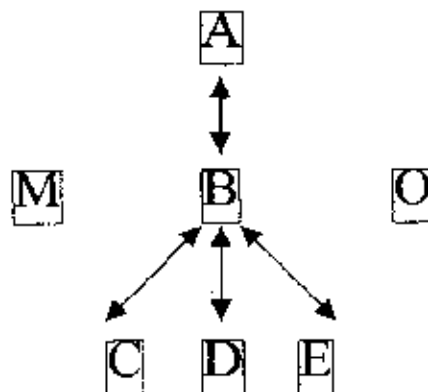
- The group's objective is to successfully complete their task.
- Following the instructions on their individual sheets completes the task. There is a model in workbook.
- All communication will be in writing only.
- They will know when they have successfully completed the exercise.
- They will have twenty minutes to complete their task.

•Presenters will need to determine the number of jet fighter formations to maximize student participation, trying as much as possible to have as few students in the Observer role as possible.

Facilitator Note: The room will need to be pre-set into the jet fighter formation during the previous wellness break. When students return to the room, they should select a chair and not disturb the formation.

Facilitators should assist in setting the room with the desired numbers of formations. Scrap paper should be placed at each chair for written communication.

•The seating chart looks like this:



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Prepare on flipchart in advance:

A, B, C, D, E, are the participants
M is the messenger
O is the observer

On prepared flipchart.

A can communicate with B
B can communicate with A or C or D or E
C, D, E, can only communicate with B

All communication must be in writing, in a memo format

TO:

FROM:

If incorrectly addressed, the messenger can either return it without saying anything, or put it in their pocket, or throw it away. The point here is that sometimes messages are given incorrectly, not addressed correctly, or given to the wrong person...and the end result is that they don't get "delivered".

The observer just watches the action and offer comments during discussion. A good basic question is "how was this exercise real?" Another good question to ask is "what did you do that helped (or hinder) the completion of the exercise?"

Processing:

- *What were the observations of the observer?*
- *How did this game make you feel?*
- *Who felt frustrated? Why?*
- *How did the person in the front feel thinking that everyone had all of the information?*
- *How did the people in the rear feel?*
- *How did the person in the middle feel?*
- *If anyone had his or her paper ripped up, how did that feel? What were your initial thoughts?*
- *What was the significance of having the communication formatted a certain way?*
- *When time is limited, how do we ensure effective communication takes place?*

Relating it to the Greek Community

- *When are times in our chapter/campus when we feel like the person in the front? The people in the back? The person in the middle?*
- *How can we, as leaders, ensure that the rest of the chapter/community/campus are current with the thoughts and visions that we have?*
- *What can we do as leaders if we find ourselves in the back, lacking information?*

- *In the real world, where do the following people sit?*
 - Council Presidents?*
 - Chapter Presidents?*
 - New Members?*
 - Greek Advisor?*
 - Public?*
- *In the ideal world, where should those same people be sitting and why?*

15/65 Collaboration

- At this point the presenter should shift the discussion toward collaboration.
- Have each jet fighter circle their chairs and respond to the following questions which are included in their workbook.
 - Identify specific times when there is communication breakdown within the Greek community.
 - Are there common themes in the breakdowns?
Specific areas of concern?
 - What strategies can be implemented to prevent communication breakdown in the future?
- Presenter should bring the large group back together and ask if any groups are willing to share their responses.
- *What role does communication play in promoting and resolving the issues in our Greek community?*
- *Do any of these issues fit within the future perfect discussion from last night?*
- *How then can we work to resolve some of the issues?*
- *How do the governing councils provide leadership through the process?*
- *How will they know when they've been successful?*

Facilitator Note: Make sure that there is at least one facilitator in each discussion group.

10/75 Closure

- We have seen that it is important to communicate our ideas, values, etc. to people so that everyone around us knows what is going on and what we are thinking.
- As leaders, it is even more crucial for us to have good communication skills, to be able to communicate to others what is taking place within our organizations.
- We have also seen that it is important to communicate to others in leadership positions when we do not know what is going on within our organizations, campus, and community.

IMPACT
ABC COMMUNICATION EXERCISE

Instructions

PERSON A

In this project, you are A. The project reporting structure is as follows: B reports to you; C, D, and E, report to B.

Each of you has been given five symbols, each of which is one of six familiar symbols. Your job is to find out which one of the six symbols is held in common. You must finish this job in 20 minutes. You may communicate with B only through the exchange of written notes. B may exchange notes with you and C, D, and E. Persons C, D, and E may exchange notes with B only. No other communication is permitted.

To elaborate:

- There are six unique symbols.
- Each person has five of these six possible symbols.
- There are four copies of five of the symbols.
- There are five copies of one of the symbols.
- You are to determine which one symbol all five persons hold.
- Your symbols are as follows:

= ÷ Σ & ?

IMPACT
ABC COMMUNICATION EXERCISE

Instructions

PERSON B

- A and B may exchange notes.
- C, D, and E may exchange notes with B only.
- No other communication is permitted.
- You will find five symbols below. You may not show them to any other person.
- If you have any questions, raise your hand.

Σ ÷ = & Ψ

IMPACT
ABC COMMUNICATION EXERCISE

Instructions
PERSON C

- A and B may exchange notes.
- C, D, and E may exchange notes with B only.
- No other communication is permitted.
- You will find five symbols below. You may not show them to any other person.
- If you have any questions, raise your hand.

Ψ \div $?$ $=$ $\&$

IMPACT
ABC COMMUNICATION EXERCISE

Instructions
PERSON D

- A and B may exchange notes.
- C, D, and E may exchange notes with B only.
- No other communication is permitted.
- You will find five symbols below. You may not show them to any other person.
- If you have any questions, raise your hand.

\div $?$ Ψ $\&$ Σ

IMPACT
ABC COMMUNICATION EXERCISE

Instructions

PERSON E

- A and B may exchange notes.
- C, D, and E may exchange notes with B only.
- No other communication is permitted.
- You will find five symbols below. You may not show them to any other person.
- If you have any questions, raise your hand.

$\Psi = \Sigma \quad ? \quad \div$

IMPACT
ABC COMMUNICATION EXERCISE

Instructions

OBSERVER

- You are to observe to see how your group reacts to the following:

Defining the problem

Action taken

Organization of the group

Communication

Identify Communication

Pressure

- Identify specific behavior that reflects these behaviors.
- No other communication is permitted.
- If you have any questions, raise your hand

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ABC COMMUNICATION EXERCISE

Instructions

MESSENGER

- Please move as rapidly as you can.
- You must correctly deliver messages which are properly addressed, although messages can be delayed
- Do not deliver messages, if not properly addressed.
- If you have any questions, raise your hand.

All communication must be in writing, in a memo format

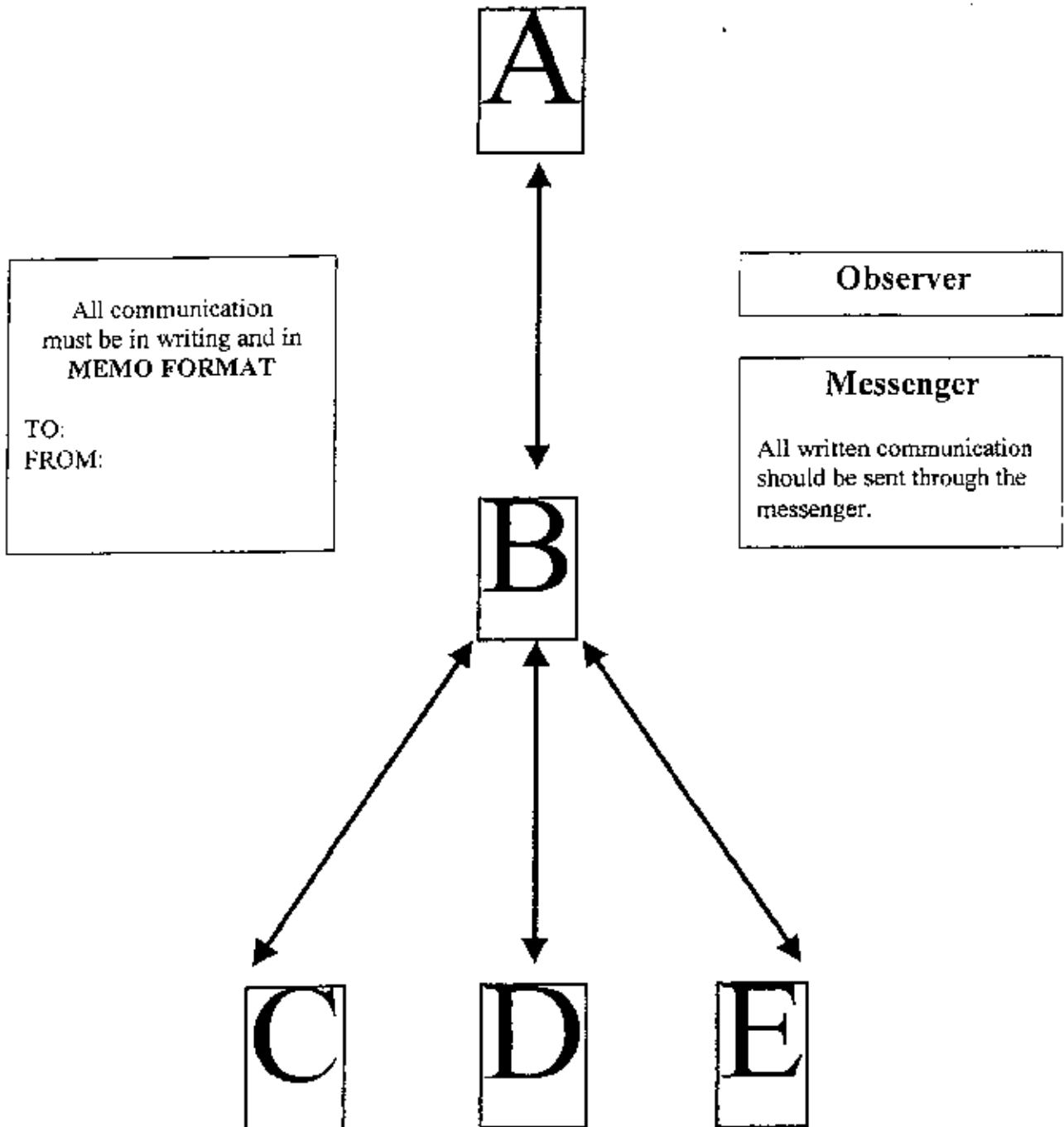
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A B C Communication Exercise



Collaboration

Identify specific times when there is communication breakdown within the Greek community.

Are there common themes in the breakdowns?
Specific areas of concern?

What strategies can be implemented to prevent communication breakdown in the future?