

Cultivating Communication Infrastructure to Achieve At-Large 2022 Goals

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Session Goals

1. Tools for meeting structure to help achieve 2022 Goals.
2. Tools to improve dialogues within Leadership to achieve 2022 Goals.
3. Roundtable discussion of your questions and concerns.

Topic 1 - Tools for Meeting Structure

1

Consider Process
Agreements Upfront

2

Establish Group
Culture

3

Establish Best
Meeting Practices

4

Facilitate the
Process

Consider Process Agreements Upfront

GOAL: have your group or committee agree upon basic rules– all will be held accountable to the same standards

EXAMPLES:

- Participate in good faith
- Lead all interactions with respect
- Acknowledge and address the concerns of all participants
- Focus on the present and future, not dwelling in the past
- Attend all meetings - properly prepared and ready to contribute

Establish Group Culture

GOAL: Establish and cultivate trust – a two-way exchange

- Group needs to trust you to lead them through the process in a fair manner
- You need to trust individuals are operating in good faith toward common goals

ESTABLISH EXPECTATIONS:

- Detail what you need from group leadership in order to do your job
- Group leadership details what is needed from you in order to execute on their role(s)

Establish Meeting Best Practices

1. Purpose

- Why are we having this meeting?
- What is the goal?

2. Product

- What product or output do you want to leave the meeting with?

3. People

- Who needs to be at the meeting to achieve the purpose or create the product?

4. Process

- What conversations need to take place for the group to achieve the purpose or create the product?
- How should these conversations be structured as to elicit the input needed?

5. Create a Focused Agenda

Meeting Tips

Before the meeting

- Distribute the agenda and background materials for feedback

During the meeting

- Begin and end on time
- Use cameras where possible
- Clarify meeting objectives at the outset
- Stay on topic but be flexible
 - Parking Lot for off topic issues – ensure you return to these

Meeting Tips Continued

- Ensure topics are “pitched” at the right level
 - Avoid overly technical or overly detailed presentations
- Use online tools to increase interaction
 - Polls; breakout rooms; collaborative documents
- Be deliberate with Chat
 - Give group direction on how to use chat
 - Consider having someone else monitor it

Facilitate the Process

PUT THE NEEDS OF THE GROUP FIRST, THE INDIVIDUAL SECOND

- Respectfully, but firmly, intervene where necessary to keep the group on course
 - Tools include:
 - Parking Lot; group process agreements; take issue offline
- Navigate the needs of the individual second
 - Tools include:
 - Be aware of feelings - treat with respect; explain why intervening to keep the group on course; check-in with the individual after the fact

Topic 2 - Tools to Improve Dialogues within Leadership

1

Utilize Active
Listening &
Summarizing Skills

2

Foster Leadership
Group Culture

3

Identify and
Collaborate with
Natural Partners

4

Streamline
Duplicative Work

Basis for Clear Communication – Active Listening



Active Listening & Summarizing

ACTIVE LISTENING

- Ensure you identify and clarify ALL the speakers' relevant positions

SUMMARIZING - verbalizing understanding of speaker's position

- Use the speakers phrasing where possible
- Ensure speaker agrees with your summary of their position
- Ultimately all operating from the same understanding

Asking all the questions necessary to understand a point of view and the dynamics informing that position

Establish Leadership Group Culture

GOAL: Establish and cultivate trust – a two-way exchange utilizing Active Listening & Summarizing skills

USE ACTIVE LISTENING AND SUMMARIZING SKILLS TO:

- Lead with transparency – foundation of trust
- **Share individual and group goals**
- Identify where individual and group goals do and don't align
- Collaborate to ensure all are working together toward shared goals
- Ensure goals are detailed, measurable and achievable

Identify and Collaborate with Natural Partners

GOAL: Streamline work and increase efficiency

- Sharing information prevents duplicative effort and maximizes volunteer time and energy

HOW TO IMPLEMENT:

- Utilize Active Listening & Summarizing to -
 - Identify shared goals
 - Examine shared goals, identifying where there is alignment
 - Create communication structures to share aligned outputs
 - Established and ongoing – identify who will own the communication exchange and how it will occur - meeting, email, Wiki etc.

Streamline Duplicative Work

GOAL: Maximize volunteer effort

HOW TO IMPLEMENT:

- Transparent conversations - Active Listening & Summarizing skills - to identify where goals align
- Deeper dive - utilizing the same skills - to identify how the work being done to achieve the goals
- Identify duplicative efforts and streamline the process

Final Thoughts

Be responsible for the process within the group you lead

- Act assertively on behalf of the group to decide what issues to discuss, what direction the group should go
- Be open and accepting of group input on how to effectively achieve stated goals

Be deliberate in your communication efforts

- Utilize Active Listening and Summarizing skills to understand individual positions and identify areas of agreement/alignment

Foster collaboration through transparent share of information

Identify natural partners and work with them to eliminate duplicate efforts

Reach out for help

Roundtable Discussion:

As new leaders, what are your questions or concerns?