

COMMUNICATION IS THE KEY

Objectives:

- To learn the most effective ways to positive communication
- To discuss ways in which the chapter as a whole can enhance these steps

Preparation:

Approximately two weeks before the presentation of this program, the Education Director should have a meeting of the Education Committee. At this time the entire program should be reviewed.

Several chapter members will need to be selected for the presentation of the skits. Time should be set aside for practice.

The handout will need to be duplicated in sufficient numbers for each member and new member of the chapter.

You may wish to appoint discussion leaders as well.

Program:

Begin the program with the presentation of skit 1. This skit should describe the effects of bad listening habits on the chapter in a typical chapter meeting situation. You may wish to use the following example or make up one of your own.

SKIT 1: A chapter meeting during the presentation of a committee report about an upcoming community service project or informal recruitment party. Chapter members do not listen to the report and when the vote follows an argument develops because of lack of proper communication. Ham it up and add your own touches of insight which will bring the theme of the bad listening examples to the members.

Discuss the effects of this bad listening situation on the chapter. Include the following points:

- time wasted
- hurt feelings
- and other points opposite of those presented on the handout.

Now present the same skit again from the standpoint of good listening habits. Check the enclosed handout for positive points to include. The demonstration of these points is essential to the presentation of this skit.

Following skit 2, discuss the differences between the two presentations and their effects on the chapter. Distribute the handout and allow the discussion to continue on these topics.

Program Follow-Up: Tabulate a chapter evaluation and record on Form K-87W and mail to National Headquarters monthly.

Communication Is the Key Handout

Communication is the key to getting along with others. Here are some tips for effective for communications:

1. Learn to express yourself.

- Help others to get to know you better by sharing yourself.
- Think carefully about what you wish to say. Be exact and to the point, as well as pleasant and confident.

2. Learn good listening skills.

- Give the speaker your complete attention.
- Don't recruit or interrupt.
- Ask questions only when you need additional information.
- Summarize or paraphrase the speaker's words so that she knows that you are listening.

3. Learn to respond effectively.

- Don't center the conversation on yourself.
- Be specific in your agreement or disagreement.
- Be tactful and always try to say something positive when you are being critical. Use positive reinforcement.
- When you disagree, explain why and make sure the speaker knows that you are not attacking her personally.

4. Learn to be assertive.

- Express your feelings directly and honestly while still respecting the other person.
- Remember the difference between assertiveness and the "drill sergeant" approach. You are not here to lecture but to share ideas.

5. Be perceptive of other people's feelings.

- Don't misread each other when frequently you are both saying the same thing.

6. Stop talking for more than a minute at a time without a response and really listen to what the other person is saying.

- Sensitivity is a very important characteristic.

7. Remember that Tri Sigmas live by the words of loving, sharing and giving.