

October 3, 2014

To: Julie Elfand

Fr: Pat Byrd, Site Manager, Arrowwood Hills Cooperative, AHM, RCM

Re: Communications Challenge

We have so many ways to communicate. Yet it seems that our communications with each other are worst than ever. Let's explore the different resources we use to communicate through personality models and game play. Let's share communication strategies; best practices that have improved the many relationships we have in our cooperatives.

Communication Class Outline

"The single biggest problem with COMMUNICATION is the illusion that it has taken place" George Bernard Shaw

- A. What is communication?**
 - a. A review of a typical model of communication
 - b. Verbal and non verbal
- B. Games we play**
 - a. Family feud
 - b. Jeopardy
- C. Our personalities in communication**
 - a. Who am I? Exploring the DISC
 - b. Personality is it an issue?
- D. Why is your cooperative just like mine?**
 - a. How do you rate communications?
 - b. What's your best practices
- E. Our relationships**
 - a. Board and Management
 - b. Board and members
 - c. Manager and Members
- F. What will you do with what you have learned?**
 - a. Sharing
 - b. Resources

Power point Presentation, behavior quiz, games and role playing will help us break the ice and hopefully we can commit to use the tools we learn to enhance our communications.

Email address: p.byrd@arrowwoodhills.com