



## CHAPTER PRESIDENT'S CALL

September 5, 2012

COMMUNICATION CHALLENGES presented by Susan Lannis

We communicate to - exchange information and to build positive human relationships

The hierarchy of communication effectiveness from most to least effective is

- face-to-face (includes facial expression plus tone and inflection)
- voice to voice (includes tone and inflection but no facial expression)
- written to read (no tone, inflection or facial expression)

We communicate with ourselves - self talk or **intrapersonal** communication - and with others or **interpersonal**

There are four types of communication

- routine
- good news
- persuasive
- bad news

There are two styles of communication:

- deductive which is used for routine communication and good news
- inductive which is use for persuasive and bad news

### **This is the model structure for Deductive Communication used for routine and good news:**

OPEN: Big idea - the fundamental reason for the communication

MIDDLE: Supporting facts - the information that backs up or clarifies the big idea

CLOSE: Restate the big idea in different language

Most common errors in deductive communication are the failure to put the big idea first or making routine communications too long.

### **This is the model for Inductive Communication used for delivering bad news or being persuasive:**

OPEN: A literally factual, non-controversial statement to which all parties would agree

MIDDLE: a) Outline non-personalized (no you or I) facts including specific instances

b) Deliver the non-personalized bad news or make the persuasive statement

CLOSE: Personalize a statement to shift to a positive future orientation

Most common errors with inductive communication is avoidance, especially 'bad news', 'nuking the messenger' and misleading the receiver.

## **EX: DELIVERING BAD NEWS - THE INDUCTIVE MODEL**

Let's use the example of having a volunteer who is not fulfilling their responsibilities and having exhausted other options - calling, emailing - trying to connect to find out what is going on and there has been no response and you or the board collectively decided you need to 'fire' the volunteer.

## **OPEN: A literally factual, non-controversial statement to which all parties would agree**

In this 24/7 world, time has become a precious commodity for everyone. OR People volunteer their time with best of intentions.

## **MIDDLE: a) Outline non-personalized (no you or I) facts including specific instances**

In October the chapter asked for volunteers to serve on the GO month committee. There was an agreement that all volunteers would fulfill a set of responsibilities including attending committee meetings and completing assigned tasks.

On October 15th there was a required committee meeting that has been missed.

On November 8th, the committee chair left a voice mail message requesting an update on the assigned tasks. There was no return call.

On November 10th there was a required committee meeting that has been missed.

On November 20th an e-mail was sent requesting an update on the ability to fulfill the assigned responsibilities. There has been no response.

## **MIDDLE : b) Deliver the non-personalized bad news or make the persuasive statement**

At this time, the GO Month committee needs to move ahead with getting all tasks completed and is therefore relieving you of your responsibilities to the committee so they can be reassigned.

## **CLOSE: Personalize a statement to shift to a positive future orientation**

People volunteer with the best of intentions. Sometimes, though, life can get in the way. I sincerely hope that you are alright. I hope to see you at a chapter meeting soon and that somewhere down the road, you will be able to share your talents on another chapter project.

## EX: ROUTINE COMMUNICATION - THE DEDUCTIVE MODEL

As sent by Danielle:.

### Hello NAPO Chapter Presidents:

Following is the agenda and call-in info for our Presidents call **this WEDNESDAY!** The first Presidents' call of every month will offer valuable **Chapter Leadership Skills** and is open to **ALL Chapter Presidents**. This week we are honored to have **NAPO's President Elect Susan Lannis** on the call to discuss **Communication Challenges!**

### Here is a write-up from Susan Lannis on her upcoming presentation:

*One of the real challenges for any leader is delivering bad news. Maybe a volunteer is not fulfilling their responsibility or maybe you have to tell your chapter members something you think they don't want to hear. It's so uncomfortable that one of two things can happen:*

- *you avoid saying something, which compounds the problem*
- *the recipient gets 'nuked' (You might know what this means, because chances are pretty good that somewhere in your life you may have been "nuked.")*

*There are four types of communication:*

- *delivering routine information*
- *delivering good news*
- *persuading*
- *delivering bad news*

*These fit into one of two styles:*

- *deductive*
- *inductive.*

You might recall that Susan Lannis demonstrated how to effectively deliver bad news at Leadership Forum in Baltimore. In this call, Susan will give you a model for all types of communication – valuable tools you can use everyday: personally, professionally and as a chapter leader! Don't miss this call!!

### Agenda

- Attendance (5 min)
- Updates from NAPO (5 min)
- **Discussion Topic (40 min) (Guest Speaker – Susan Lannis, NAPO President-Elect)**
  - **Communication Challenges**
- Discussion – Pros/Cons of Chapters vs. Informal Groups (10 min)
- Closing Remarks (5 min)

### Call-In Information

**DATE:** Wednesday, September 5, 2012

**TIME:** 8:00 PM EST (5:00 PM PST)

**Call in Number:** (888) 499-1692

**Conference Code:** 5518712591

There is no need to announce yourself; I will take roll shortly after we begin. Mute is \*6.

If you will not be attending the call, please find a substitute or send me an email at [Danielle@totallyorderly.com](mailto:Danielle@totallyorderly.com). (Please do not send RSVPs to the entire list.)

### **Conference Call Archives**

Listen to recordings of previous calls on the Presidents' Page here: (<http://www.napo.net/test/chappres.aspx>)

I look forward to hearing from all of you on the call!

Danielle Liu, MPA, CPO®  
Certified Professional Organizer

### **Reworked using the Deductive Communication Model.**

#### **THE BID IDEA OPEN:**

**This WEDNESDAY**, September 5, 2012 **at 8:00 PM EST (5:00 PM PST)** is the first Presidents' call of the month and the **Chapter Leadership Skill** for this month is **Communication Challenges!** presented by **NAPO's President Elect, Susan Lannis.**

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#### **THE SUPPORTING DETAILS MIDDLE:**

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## **THE RESTATED BIG IDEA CLOSE:**

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