

COMMUNICATIONS PROCESS: ISSUES AND SOLUTIONS

| Communication Issue 1 | Communication Issue 2 | Communication Issue 3 | Communication Issue 4 | Communication Issue 5 |
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| <p>Decisions are made and it is not clear they have been made.</p> | <p>Lack of process creates indecision, so decisions are not being made.</p> | <p>Some committees are not clear on their charge and member responsibilities are not clear.</p> | <p>Decisions are not clearly communicated. Need to standardize use of channels of communication.</p> | <p>If committee members do not agree, what is the next step?</p> |
| <p style="text-align: center;">Solutions</p> <ul style="list-style-type: none"> • Post meeting agendas, minutes, handouts and related documents on SharePoint so that a clear chronology of decisions is available • Clearly delineate decisions and action items in meeting minutes. Include any steps needed to move the process forward. All committees to use the same template for minutes • Look into improvements to electronic search capacities (cost) • Provide RSS feeds • Ensure changes in processes are clearly communicated through regular town hall meetings are held at the Colleges by District Services | <p style="text-align: center;">Solutions</p> <ul style="list-style-type: none"> • See solutions for Communication Issue 3 • Functional map will clarify who “owns” decisions | <p style="text-align: center;">Solutions</p> <ul style="list-style-type: none"> • Update and maintain a list of district-wide committees that includes the committee charge and scope. • Define the responsibilities of the: <ul style="list-style-type: none"> ○ Committee ○ Chair ○ Members • For each committee, define: <ul style="list-style-type: none"> ○ Decision-making process ○ Reporting structure ○ Process to resolve disagreements • The committee chair is responsible for the posting of all information described above on the committee’s SharePoint site | <p style="text-align: center;">Solutions</p> <ul style="list-style-type: none"> • Utilize SharePoint as a required communication tool • See solutions for Communication Issue #1 including town hall meetings and RSS feeds • Identify “official” forms of communication • Standardize a uniform meeting minutes format that includes: <ul style="list-style-type: none"> ○ Specific decisions made ○ Summary of basic purpose or outcome of meetings ○ Action Items | <p style="text-align: center;">Solutions</p> <ul style="list-style-type: none"> • Develop uniform definition of consensus and unanimity • Train committees on an effective process to reach consensus • Build into the decision-making process the steps to resolve disagreements so that stall tactics do not impede progress • Establish district-wide code of conduct • See solutions for Communication Issue #3 |