## COMMUNICATIONS PROCESS: ISSUES AND SOLUTIONS

<table>
<thead>
<tr>
<th>Communication Issue 1</th>
<th>Communication Issue 2</th>
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<th>Communication Issue 5</th>
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<tr>
<td>Decisions are made and it is not clear they have been made.</td>
<td>Lack of process creates indecision, so decisions are not being made.</td>
<td>Some committees are not clear on their charge and member responsibilities are not clear.</td>
<td>Decisions are not clearly communicated. Need to standardize use of channels of communication.</td>
<td>If committee members do not agree, what is the next step?</td>
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### Solutions

- 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 and action items are held at the Colleges by District Services

- See solutions for Communication Issue 3
- Functional map will clarify who “owns” decisions

- Update and maintain a list of district-wide committees that includes the committee charge and scope.
- Define the responsibilities of the:
  - Committee
  - Chair
  - Members
- For each committee, define:
  - 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

- 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:
  - Specific decisions made
  - Summary of basic purpose or outcome of meetings
  - Action Items

- 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