

## COMMUNICATIONS PROCESS: ISSUES AND SOLUTIONS

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