

Communication

Most of the problems we face in ministry are due to a lack of communication.

As leaders, we need to ensure that clear communication happens across the board, especially as we work to communicate to our volunteer leaders.

Below are some recommendations in developing healthy communication habits and patterns. Our goal here is to ensure everyone on the team is operating effectively and under the same vision. **Remember: The best communication outlet is the one your people read.** Adjust your communication practices based on the needs and preferences of your volunteer leaders.

1. In-person communication

In-person communication is key. Ensure you are having regular conversations with your leaders on a regular basis.

Consider scheduling regular meetings or phone calls with volunteer leaders.

2. Digital communication

Email: Don't overdo. Use as a way to communicate key information in a concise manner.

- Keep most important information toward the top.
- Keep text simple and easy to read.
- Respect your leaders' time and recognize that leaders may not be available to respond immediately.

Text: Similar to email, keep text communication brief and to the point. Consider using messaging apps (Slack, GroupMe) as a way to streamline communication.

- Avoid sending long paragraphs or multiple texts for a single message.
- Leaders may be more likely to respond promptly to text rather than email. Not every message is urgent, however — don't text unnecessarily.
- Avoid using this medium for sensitive or complex issues. Face-to-face is ideal here.

