

Authentic Reciprocal Communication

Authentic Reciprocal Communication IS:

- A professional approach to sharing information
- Candid Conversations
- Honest Feedback
- Communication and Connection
- A cycle of information between leadership and stewards

Authentic Reciprocal Communication is NOT...

- A secret club
- A gossip chain

Gathering Input from the Community

- Cultivate safe environment for raising concerns
(tie back to 4.2.Ensuring Trust and Safety of All: Respecting Minority Opinions)
- Refrain from being condescending to stewards who may not have all of the information
- Provide variety of regular opportunities for stewards to ask sensitive questions in different ways

Providing Feedback and Avenues for Dissemination

- Giving constructive feedback
- Respond positively to honest feedback
(tie back to 4.3 holding difficult conversations)

*“Blessed are the pure in heart, For they shall see God.”
Matthew 5:8*



Avenues for Dissemination and Feedback Activity

(make handout for activity as resource)

In small groups, take a moment to discuss Avenues for Dissemination and Feedback.

- Think about the how information should flow from the parish council to the ministry leaders and stewards.
- Think about how information should flow from the stewards and ministry leaders to the parish council.

Share these with the larger group.

Avenues for Dissemination and Feedback

- Social media for (flicker photo share account, YouTube video channel, blog, electronic newsletter, twitter for Q and A, etc.)
- Website and emails
- Open meetings, General Assemblies, Community Listening Sessions and Coffee Hour Activities
- Ministry meetings and Council of Ministries
- Committee and Board meetings
- Online and downloadable fillable feedback forms (with categories)
- Bulletin boards, flyers, bulletins, newsletters
- Surveys

- Insert figure that shows inter and intra communication between parish council, council of ministry and stewards
- Committees
- General assembly

Information to be shared activity

(make handout for activity as resource)

- In small groups, take a moment to discuss Information to be shared with the community.
- Think about the types of information that should flow from the parish council to the ministry leaders and stewards.
- Think about the types of information that should flow from the stewards and ministry leaders to the parish council.
- Share these with the larger group.

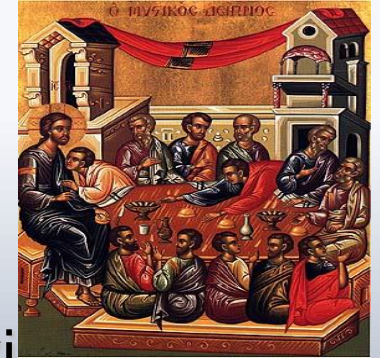
Information to be shared

- Calendar of events
 - Ministry Information (mission, contact, committees, projects, etc.)
 - Searchable databases (meeting decisions, bids)
 - Posting of documents (bylaws, minutes)
 - Staff and Board members contact information: telephone number, e-mail/online form, and mailing address
 - Information about employment/volunteer opportunities
 - Information about resources and needs
 - Open checkbook...searchable database of spending
 - Mission statement and Bylaws
 - Minutes of meetings
 - Administrative and Committee structures
- (see Transparency Indicators in 2.1.1. Promoting Transparency)

Sharing Bad News

Why Share Bad News

- Community deserves to be informed.
- Demonstrates leadership trusts the stewards.
- Withholding information leads to rumor, wild imaginations, and anxiety.
- Selectively sharing good news produces mistrust and feeling of being misled.
- Sharing bad news builds trust.



For we do not want you to be ignorant, brethren, of our trouble which came to us in Asia: that we were burdened beyond measure....2 Corinthians 1:8

How to Share Bad News

- It is important to share bad news without causing alarm.
- Present bad news within context of how it can be managed.
- Sharing context of bad news provides support for hard decisions.

Alignment with Mission and Values

Alignment with Mission and Vision

Current images.....need new images and/or permissions

http://www.goarch.org/multimedia/clipart/events/lastsupper2/image_view_fullscreen

http://www.goarch.org/multimedia/clipart/angels/archangels/image_view_fullscreen

Example Videos (placeholders)