

# The Communicating Leader

*The pastor's wife wanted a new chandelier for the entry way of the church. The pastor brought it up at the next council meeting. After due deliberation the church council made this decision. We can't have it for four reasons. First, we can't afford it. Second, nobody can spell it. Third, even if we did get it, nobody could play it ....and fourth, what really need is more light!*

**Introduction:** Healthy and productive teams demonstrate a diligent effort to enhance the effectiveness of church and staff communication. The ability to communicate clearly, quickly and tactfully is every leaders challenge. Here's how you can do it well.

## **1. Top-Down Communication**

1. *Consistency* Rent-A-Vision won't do. Changing every few days.

*Clarity:* Failure in communication is nearly always the communicators fault.

*"You can have brilliant ideas, but if you can't get them across, your ideas won't get you anywhere."* Lee Iacocca

*Courtesy:* Don't have a condescending approach or attitude. Communicate to people that they matter and are valuable.

## **2. Bottom-Up Communication**

*Sincerity:* No kissing up.

*Loyalty:* Be loyal to those present--and those absent.

*Directness:* Have courage and be concise.

**3. Knowledgeable** Do your homework, know the facts, be prepared with informed communication.

3. Inside-Out Communication (Staff team to church.)

*Unity:* One-voice principle. It's us, not them.

*Inclusive:* Don't be exclusive--people tend to be down on what they're not up on. When they row they don't rock.

*Frequent:* Short, frequent communications. Keep people informed.

#### **D. Outside-In Communication 1. Receptivity**

"If you're not receptive to feedback you simply have a benevolent dictatorship."

*Responsiveness:* Emotionally, you receive what is being said as well as making the appropriate, timely response.

*Realism:* There are boundaries and limits.

#### **5. Side-To-Side Communication (Staff team to each other.) 1. Supportive**

Respectful, courteous, clear & courteous.

*Current:* Not This: I never know what's going on around here.

*Vulnerable:* Want learners on the way-not experts.

#### ***Ways We Can Communicate Here at the River:***

1. Various feedback forms.
2. Communicator Notes.
3. A.B.E. Forms
4. Year Beginning Documents & Personal Meetings
5. Departmental Meetings
6. Letters/Post Cards
7. Text,/phone Calls
8. E-Mail
9. Tell \_\_\_\_\_.
10. Thank you notes.
11. Coffee, lunch,

12. Quick how are you after service (5 min rule)