



# PWOC

*Protestant Women of the Chapel*

## WORKSHOP: EFFECTIVE COMMUNICATION

by Rose McConnell

### PARTICIPANT'S GUIDE

**RELEVANCE:** Misunderstanding and miscommunication can hamper ministry effectiveness and damage relationships. A wise ministry team is proactive in deciding how to best communicate among members of the team.

**INTRO:** Consider the following quote:

*It is estimated that 45% of the energy in most organizations is wasted because of misunderstandings and two out of every three mistakes occur because of miscommunication.<sup>1</sup>*

Briefly share a miscommunication experience with someone next to you and what you learned from the experience.

How could Philippians 2:3-4 (below) apply to effective communication?

*Do nothing out of selfish ambition or vain conceit, but in humility consider others better than yourselves. Each of you should look not only to your own interests, but also to the interests of others.*

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<sup>1</sup> Don DeGraaf, Colin Tilley and Larry Neal, *Servant-Leadership Characteristics in Organizational Life*. The Greenleaf Center for Servant-Leadership, "Voices of Servant-Leadership Series," Monograph Booklet 6, p.3, 2001.



## I. PREFERRED METHODS OF COMMUNICATION:

***NOTE: A wise leader will instruct her team to "err on the side of grace" in modes of communication. An email is very easily misunderstood and can cause a lot of misery if the offended person begins broadcasting her offense. Better to go to the person directly and ask for clarification. A powerful tool in dissolving bitterness is to pray for the offender, whether the offense was intentional or not.***

What is your preferred communication method?

- HOME PHONE
- CELL PHONE
- TEXT
- FACE-TO-FACE
- EMAIL
- FACEBOOK
- OTHER

Do you notice patterns and trends of preference in your group? What might that mean?

What are some of the pros and cons of these different methods?

## II. RESPONSE TIME IN COMMUNICATION

In what timeframe do you expect a response from these types of communication?

**Email:** \_\_\_\_\_

**Phone call:** \_\_\_\_\_

**Text:** \_\_\_\_\_

**Facebook/ social media:** \_\_\_\_\_



There are times when you need to pray over a reply, or even sleep on it before offering a response. What is something you might say when you do not have a ready answer?

What types of information should and should not be communicated through these modes of communication?

**Email:** \_\_\_\_\_

**Phone call:** \_\_\_\_\_

**Text:** \_\_\_\_\_

**Facebook/ social media:** \_\_\_\_\_

### ***APPLY IT TO LIFE:***

Work as a whole group to quickly come to consensus on which mode of communication would be best for each scenario.

1. You must alert everyone of the cancelation of PWOC due to a problem with the chapel building.
2. You need to inform your group of a death of a PWOC participant or a PWOC participant's immediate family.
3. You must alert the board that the Chaplain has changed the guidelines for PWOC.
4. You must inform the board that a member of the board has stepped down.
5. You must inform your class that a member of the class is in the hospital.
6. You must inform your class that a class member has delivered her baby.
7. You must inform your class about an outside activity.



Consider the following verses in the context of effective communication within your group:

*"My dear brothers, take note of this: Everyone should be quick to listen, slow to speak and slow to become angry." (James 1:19)*

*"Be wise in the way you act toward outsiders; make the most of every opportunity. Let your conversation be always full of grace, seasoned with salt, so that you may know how to answer everyone." (Colossians 4:5-6)*



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## OPTIONAL ACTIVITY

Read and mark anything that stands out in the following Pro/Con lists:

### Pros & Cons of Communication Methods

#### E-mail

*Pros:*

- Familiar to most
- Good for task messages
- More available with smart phones

*Cons:*

- "Old fashioned" to some
- Not good for emotional messages
- More available with smart phones
- Emails don't always arrive as planned
- Expectation of quick response by some
- Not everyone has smart phones

#### Facebook

*Pros:*

- "Email" type messages
- More Available
- Facebook groups combine information

*Cons:*

- Not everyone uses or uses frequently
- Wall posts public or for all friends
- Not good for emotional messages

#### Text Messaging

*Pros:*

- Quick response time
- Good for task messages

*Cons:*

- Brief snippet (may not explain fully)
- Not good for emotional messages
- Not everyone is comfortable with it

#### Cell Phone

*Pros:*

- Can hear tone of voice
- Quick response time
- Actual conversation

*Cons:*

- May be distracted while talking (i.e. in store)
- Not everyone has a cell phone
- May forget tasks decided upon in conversation



## Home Phone

### *Pros:*

- Can hear tone of voice
- Actual conversation
- Better for emotional messages

### *Cons:*

- Not everyone has land line
- May have longer response time if not home
- May forget tasks decided on

## Face to Face

### *Pros:*

- Best for building relationship
- Best for emotional messages

### *Cons:*

- May take longer to have conversation
- May forget tasks decided upon in conversation
- May be distracted if not one-on-one time

