

Better Team Communication - Episode 408

Three Communication Challenges for Churches (Part 1)

When you think August, you think busy.

For most churches, the ministry season ramps up as people return to church after the summer. It's back-to-school for families, and people are getting overloaded by communication—from the schools, teachers, doctors, teams and YOU.

In this series, we're tackling three areas where we believe churches could take it up a notch and be the best-in-class organization when it comes to how you communicate with both insiders and outsiders.

We're kicking off this series by talking about **internal communication**. If staff/team communication is a mess, it's nearly impossible to become excellent at communicating with the congregation, volunteers or people in the community. In this episode, Amy and Sean share areas where churches could improve communication with their staff.

Key Quotes

1. AMY: "For organizations, internal communication is one of those perpetual problems that we just always have to be working on getting better."
2. AMY: "You have to define how decisions are made, who leads, who gives input and how the final word is communicated."
3. AMY: "Cascading communication is about ensuring that important information flows smoothly from the top levels of leadership down through every layer of the church, staff and across different departments."
4. AMY: "Better communication is always a result of intentional leadership. It's about deciding as a team that you're not going to settle for confusion, for silos or for missed opportunities."

Self-Assessment: How Are We Doing?

1. Take time this week to audit each one of your meetings by asking the following questions:
 - a. What is its purpose (e.g., make decisions or share information)?
 - b. Who needs to be in this meeting?
2. Next, determine an annual rhythm for evaluating your meetings. When will you do this again? Who will have "ownership" of this audit to ensure it is completed?

As you refine your meetings process in the coming weeks, try Amy's tip to use the last 15 minutes of each meeting to determine what was decided, who is responsible for any action items and who (beyond those in the room) needs to know what was decided.

Listen to the episode on iTunes or at theunstuckgroup.com/episode408.

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