



Communicating Effectively

Providing Information & Directions

The following tips are aimed at helping Patrol Leaders to communicate more effectively with their Patrol members:

- Make sure others are listening before you start giving information. This may mean a place free of distractions.
- Speak slowly and clearly and make eye contact
- Be certain everyone understands the objective or the results you want
- If possible write the most important points on a flip chart or white board
- Draw diagrams and pictures to simplify complex ideas
- Repeat key facts such as dates, times and places
- Have those receiving instructions make notes or distribute notes or copies of schedules, duty rosters, menu, activity plans to the Patrol
- Have others repeat back their understanding of the information
- If your Patrol has a task to do delegate jobs to each member
- Do not get wrapped up in the project by doing most of it. Keep yourself in a position to lead and coach the Patrol. This is an opportunity for the Patrol members to develop their skills and for you as a leader to learn how to effectively manage the Patrol

Self Evaluation as a Leader and Communicator

Ask yourself these questions to see if you are effective in giving information and providing directions

- Are they paying attention?
- Are your Patrol Members forgetting less?
- Do they take notes regularly?
- Do they ask questions when they don't understand something?
- Do you take notes yourself and review them to be sure you don't forget?