



Communicating Effectively

This Leadership Skill enables Leaders to:

- Understand the various types of communication - verbal, written & nonverbal
- Understand how Communicating Effectively contributes to the team building process
- Understand how process of receiving, retaining, retrieving information and interpretation contribute to the process of accomplishing a group task

Communicating effectively is essential to building, and achieving success as a team. Nothing can happen until communication, on one or more levels, has been established.

As group members begin to form a team, or new members join a team, they need to learn about the nature of the group and the goals of the group. Each individual member of the group wonders about the part that they play within the team. As they begin to understand what the group is about, they begin to understand group norms and goals, which builds greater commitment to the team, and helps retain group members. Individuals are able to call on other members' knowledge, skills and abilities, increasing the likelihood that tasks can be accomplished successfully and group goals met.

All of this happens through communication in one form or another. From the point of view of a single individual joining a group, he receives some information, tries to make sense of it, and at some point is probably called on to give it to someone else. These are the essential parts of Communicating Effectively.

Getting or receiving information can be done in many ways. It is usually passed to us in one of two means: our ears, orally from another person; or our eyes, through the use of writing and illustrations. The information can vary in complexity. The greater the complexity of the information, the greater the chance of getting the information mixed-up or wrong, and then there is less of a chance of passing on the message as originally intended. The proper relaying of information is one of the most critical steps in effective team building and goal achievement. Without getting the information correct, a team can be working against their goals.

There are three major components and two minor components to any method of communication. The three major components were first described by Aristotle, and still remain constant today. The minor components are



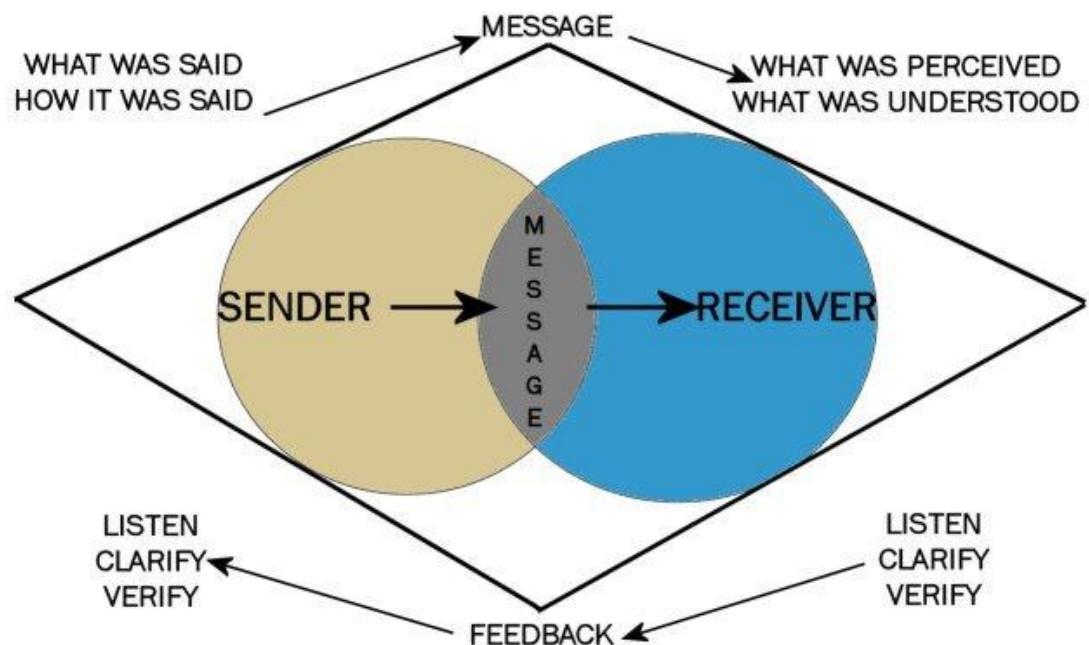
attributed to the existence of the many distractions and factors competing for our attention in today's modern world.

The three major components of the Communication Model are:

- The Sender
- The Receiver
- The Message

And the minor components influencing the three major components:

- The Environment
- Distractions



The Sender passes the Message to the Receiver in the Environment, where the distractions of the environment may cause a problem with hearing, seeing or understanding the message. If the Sender does not ask for feedback from the Receiver, it is possible that the Receiver does not have all of the critical information within the message correctly received and recorded. If the Receiver does not provide feedback to the Sender, the Message can be incorrectly received or misinterpreted. This is why it is essential to make sure that your Patrol members have not only heard what you have stated, but they also understand what you have said.

Goal Directed Leadership



One of the most important actions that a Leader must always encourage and reinforce is the recording of information so that the message is not forgotten and the information lost. When providing information to the members of your Patrol, allow sufficient time for the information to be recorded in a notebook, and frequently ask if anyone needs more time to record information or needs the information to be repeated. Information that is recorded correctly will greatly increase the effectiveness of your performance as a Leader, and will have a positive influence on the performance of your Patrol.