

# Communications-Responsiveness



## Objective:

- To provide an overview of the responsibilities of the District Administrator regarding communications with constituent leagues while discussing tools such as email, social media, and websites that will aid in being responsive to local and regional inquiries.

# COM·MU·NI·CA·TION:

- The act or process of using words, sounds, signs, or behaviors to express or exchange information or to express your ideas, thoughts, feelings, etc., to someone else. : a message that is given to someone: a letter, telephone call, etc.

Merriam Webster dictionary



# How do you communicate with your leagues?

- Have you evaluated if the method you are using works best for all?
- How do you ensure the recipient has read/received?
- Have you considered using multiple tools to communicate?
- Are you communicating with the correct individuals in the league?
- How do you find out about new league officers?



## What type of communication prompts your responsiveness?

- Do the leagues know when and how to reach you?
- What is the “turn-around time” that you have self-imposed to reply?
- Have you notified your region on what works best?
- How responsive are you to the region when contacted?
- Do you have A.D.A.s to assist you?

# Websites

- Are you using a website? If so, for what purpose?
- How often are you updating/adding content?
- Would this be the most current resource?
- Does this include a district calendar?
- Does it include contact information?

# Social Media

- Are you utilizing social media?
- If so, what is the main purpose and use?
- How often are you using?
- Are you monitoring usage by your leagues?
- Do you use this for notification purposes (i.e. meetings, schedule changes)?
- Do you provide district/state tournament updates?



# Conflict Resolution

- How do you advise leagues in handling conflicts?
- Do you address conflict head-on or avoid it?
- Recommend the following:
  1. Stay calm - understand the stress and anger
  2. Empathize - validate the person
  3. Have a game plan - be proactive, not reactive



# Dialogue

- Do your leagues feel that you are approachable?
- Do you LISTEN to them and reply or send them to a resource or rulebook?
- Do you allow for discussion or do you lecture?
- Do you discuss D.A. Election procedures?
- Is there financial transparency for the district?
- Are they made aware of Congress procedures and agendas?

# Some Shared Best Practices - Communication

- Utilize a variety of technology platforms
- Be visible and approachable
- Follow rules and procedures and expect your staff to do the same
- Be consistent with answers
- Think like a millennial, whether you like it or not
- Don't look the other way or take the easy way out
- Know what your leagues are doing and when

