



Communication - The Foundation of Network Relationships and Success

The Network Communication Workbook will help you establish effective and respectful communication. Some questions should be answered independently and then shared with each other. Answer other questions together to clarify communication expectations. When a question asks for a group response and discussion, the group is the number of people on the network at that point in time. For example, now, the group is the two of you.

Network Tip: Review your Network Communication Workbook when someone new joins the network or when the network is not working as well as it has.

SECTION A – My Communication Style

Please answer independently and share your answers with each other.

1. What does communication mean to me?

2. How do I like to communicate?

3. Why is it important for me to communicate this way?

4. What is my second choice for communication?

5. Why is it important for me to communicate this way?

6. What circumstances could affect the way I communicate?

7. I do not like to communicate in the following way:

8. Why don't I like to communicate this way?

9. How much network communication is enough for me?

10. How much network communication is too much for me?

11. When am I not available for network communication?

12. How quickly do I expect people to respond to me when I phone, email or text?

13. How do you react when someone is not communicating in a way that feels respectful to you or someone else on the network?

Please discuss where your needs are similar and where they are different. Can you agree on a primary method of communication?
What about a second choice?

Network Tip: It does not have to be the same method for everyone and it is the Facilitator's job to manage this.

SECTION B – Response Time

Work as a group to identify what each of you feel is a reasonable time to respond to a:

Text

E-Mail

Phone Call

How much do I want to communicate? Do not worry whether this is the right amount of time or not, it is what YOU FEEL. It is important to listen to and respect each other's perspective. Please include why each of you feels this way.

Can you agree on a standard response time? In this case, it will be the same response time for everyone but may be different for each type of communication (phone, text, email).

When someone does not respond as quickly as you think they should, what are you telling yourself? Sharing this information with each other will help you understand each other better.

What circumstances could affect how quickly you can respond to others even if you have agreed to a standard? As a group, think of examples and strategies that could lessen the impact on the group.

If someone is going to be away, what are the expectations of the Centre, Facilitator or network members?

What should happen if an emergency arises for anyone on the network?

SECTION C – Network Agreements

A network agreement is a set of guidelines that network members agree to follow to improve network success. It is a way of setting expectations and keeping everyone on the same page.

Creating a working agreement can help reduce conflict, build trust, and improve communication within the group.

Examples include:

- We will not interrupt someone who is speaking
- We will not look at our phones during a meeting
- We will be on time to meetings
- We will have fun
- Be respectful

As a group, identify your network agreements. Write them down and make sure everyone has a copy.

Keep it simple and have fun with it!

SECTION D – Setting the Stage

Setting the Stage creates conditions in which something can happen.

As a group, please discuss ways you can set the stage to ensure the best possible network interactions. Include in-person meetings, video meetings, email, telephone calls, and social media. To build trust and establish healthy boundaries, it is important for each of you to share this with the network.

As a Facilitator, what is your strategy for setting the stage for effective communication?

If this does not happen, what are the steps you will take?

Now that you have completed your first Network Communication Workbook, go back and complete Module 05 Adding Network Members. When you have successfully engaged at least three network members, you are ready to move onto the last video in this series, Your Network Tools. These are the templates and procedures needed for the Facilitator to keep everything on track and everyone working together.

Keep working on adding new network members until you have reached the network size the Centre feels is right.

Don't forget to save this workbook to your personal device or print it so that you can access it any time you want!