



LLD – One-on-One Communication Lodge Leadership Development Training

Session Length: 25 Minutes

Learning Objectives:

- Establish the importance of one-on-one communication in today's society
- Learn keys to sending and receiving messages effectively
- Identify main types of nonverbal communication
- Recognize importance of getting to know your listener
- Tie together with how personal communication is important to membership retention

Required Materials: One-On-One Communication Handout and PowerPoint

- Communication Handout
- One-On-One Communication PowerPoint

Outline of the Session:

- This session will serve to identify the key aspects of one-on-one communication, and specifically how it can aid in membership retention. The trainer will review the most important components of both verbal and nonverbal communication, and will stress how essential it is to be able to individually communicate not only in Scouting, but in life in general.

Trainer Preparation:

- Prior to presenting, make sure to have a firm background on different types of communication. A large part of the session is discussion-based, so you will want to be prepared for a variety of potential answers. You are also encouraged to set the room in a U-shape or some other style that invites discussion rather than a traditional classroom setting.



Session Narrative

Introduction

3-5 minutes

- In modern society, many forms of communication are not face-to-face.
- What is the purpose behind one-on-one (face-to-face) communication and why is it important? (*solicit group feedback*)
- Why is it so essential to be able to openly talk one on one with your adviser?
 - Better to get your point across
 - Immediate feedback
 - More personal interaction
 - Has the benefit of facial expressions and gestures
 - Establish trust in your working relationship moving forward

Trainer Tip: You may consider having a 2-3-minute role play session in which you identify one person as the chapter chief, and one person as a chapter unit elections chairman. Create a scenario in which the chapter chief is communicating to his chairman the vision he has for the committee, and the chairman is asking questions to make sure he understands what is being asked of him.

Sending and Receiving Messages Accurately

5 minutes

When we communicate with people one-on-one, part of communication deals with the words we say and part of it deals with our body language, expressions, and so on. Let's focus on our words, first.

Have you ever been in a conversation where you just couldn't figure out what the other person was talking about? What was that like?

What could they have done differently to help you follow along?



Whether you're the Lodge Chief discussing an event with a new Arrowman after the Ordeal, or a member of a committee and talking to your chairman or adviser, you need think about how to communicate clearly.

- Choose words your receiver will understand
- Consider age and experience when communicating
 - How would this be different if you were talking to the Lodge Adviser or a new Arrowman after his ordeal?
- Check-in often to make sure they are still with you
 - Have you ever had someone give you a long list of directions and you got completely lost halfway through?
- Pay close attention to feedback you receive to get a hint as to whether or not the listener is actually following you
 - How do people give feedback? How can you tell whether people are understanding?
- Ask questions when on the receiving end!

Trainer Tip: Be sure to point out that one-on-one communication still follows the same core principles when the two people are not talking face-to-face. Give examples such as how it is more meaningful when someone sends an individual email, rather than an email to 30 recipients because it has a personal touch to it.

Non-Verbal Aspects of Communication

5 minutes

- Body language
 - Arms folded vs. unfolded
 - Hand gestures to articulate a point
- Use space to your advantage
- Be courteous
 - Yield the floor (take turns speaking)
 - Arrive/Call-in on time
 - Listen actively (eye contact)
 - Make it enjoyable/Engage yourself



Get to Know Your Listener

5-7 minutes

Good communication is important in every context, but one place we need to think about in a special way is with new members in our lodge. After a troop elects individuals and they go through the induction process and Ordeal, they are our new brothers. It's important for us to help them find a place in the chapter and the lodge. How we speak to them and how we get to know them are important parts of our welcome, so I'd like to use this as our example as we discuss communicating and getting to know the people with whom we communicate.

Let's start with the most important point: after a new brother goes through the Ordeal, we should be talking with them one-on-one. There's no reason for a new brother to be sitting alone or feel lonely! What are some ways we can actually connect with these new brothers when we are talking with them one-on-one? (*get feedback*)

- Learn some background about the person's interests. Ask questions!
- Connect with the person on a personal level beforehand so that you can each understand the other person's motivations and where they are coming from
- Be able to speak on a number of topics
- Learn to enjoy the conversation

Trainer Tip: This should be the portion of the session that is emphasized above all else. You may think about tying in a personal example of someone that impacted your life by actively listening to you, or perhaps turned you off due to their lack of engagement while you spoke. (Either way, be sure to have the story inspire the participants to listen more intently in the future.)

Conclusion minutes

3-5

- Overall in order to retain our membership, we need to be able to establish a personal relationship with them
- It is essential to engage them in one-on-one conversation
- In order to effectively do this, we need to understand the major keys of communicating in an individualized setting

Trainer Tip: Most importantly, stress the importance of relating to individuals and not being afraid to have these one-on-one conversations. Bring it home to them by mentioning the fact that often the difference between a person coming back or not depends on if they have received a



personal invitation.

Takeaway Challenge

3 minutes

- For the last couple minutes, challenge all of the participants to extend a personal invitation to a new ordeal member to get involved either on a committee, in the chapter, or in the lodge. Communicate to them that they will need to get this person's contact information, and follow up frequently with the individual. It is this investment of their time that will make a difference in the eyes of our membership, one person at a time.



LODGE LEADERSHIP DEVELOPMENT

ORDER OF THE ARROW

Appendix: Resources and Source Material

<https://www.mindtools.com/page8.html>

<http://oa-bsa.org/pages/category/category/ucls>

<https://www.helpguide.org/articles/relationships/effective-communication.htm>