

[Supervisor Core 3]

[Communication, Conflict, and Change]

WRITTEN BY THE INSTITUTE FOR HUMAN SERVICES
FOR THE OHIO CHILD WELFARE TRAINING PROGRAM

[June 2010]

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Welcome

Soon, you will be attending Module 3 of the Supervisor Core Training Series. In this training you will learn about:

- Effective communication strategies
- Stages of conflict and strategies for addresses conflict
- Types of change that impact organizations and ways to assist staff implement change

Getting Ready

The following assignment is designed to help you get ready for this training. You will be asked to watch a short online video and then gather some material from your work place to bring with you to the training.

Assignment

1. Go to http://www.bnet.com/2422-13731_23-241106.html and watch a short three-minute clip about the importance of carefully monitoring what and how you communicate via email. If unable to access this site, ask your MIS unit to help or send the URL address to your home email or to an address where you have easy access to the Web.

If watching a streaming video clip is more than your computer can stand, try taking a look at this article from techsoup: The technology Place for Nonprofits on email etiquette;
<http://www.techsoup.org/learningcenter/internet/page6175.cfm>.

2. When finished watching the clip, think of a recent example of a communication document that had unintended results. This could be an email, a letter, memo, or something similar. if possible, copy the document, black out all names and identifying information ,and bring the document with you to class. If you do not have a copy, try to remember what the document said. These examples will be used in the class.