Polk County Continuum of Care Board
Communication Standards

Purpose Statement: To support our shared work together, Polk County Continuum of Care Board (CoCB) has developed the below listed Communication Standards. These Standards are intended to guide and inform CoCB’s board, work group, and task force meetings for continued success and professionalism.

Values Statement: CoCB’s Communication Standards are based in the Values of Positive Communication, Courtesy, Openness, Essential Technology Use, and Productivity.

Positive Communication
- One person speaks at a time
- Actively listen and directly communicate
- Honor others’ input
- Ask for clarification, if needed
- Ask respectfully, “How did you come to believe that?”
- Be respectful of information shared
- Praise followed by polish

Courtesy
- Begin and end meetings on time as a leader
- Arrive on time to meetings as an attendee
- If arriving late, seat yourself quietly as the meeting continues
- Assume good intent (what a person says is true for them)
- Remember that conflict is OK but it should be healthy and relevant

Openness
- Be open and honest
- Remember that everyone has expertise of some sort
- Be respectful of differences of opinion and experience
- Remember what respect really means (no needless interruptions, no side conversations, and no domination of the group by a single person/agency)

Essential Technology Use
- Technology (phones, laptops, etc.) should be used primarily for board, committee, or task force purposes
- If you need to use technology for a non-group matter please step out of the room

Productivity
- Think/speak with your ‘system/community perspective’ rather than your ‘agency/program perspective’ alone
- Be solution-focused (not problem-oriented)
- Board/committee decisions already made and matters already resolved should not be unnecessarily revisited
- Read minutes and other similar materials pre-meeting
- We all are responsible for honoring these Communication Standards together