This report summarizes the results of the April 12, 2018 Faculty Senate Roundtable. Participants included members of the executive team, the general faculty, and faculty senate. This roundtable focused on communications issues, and ideas for improving communications. Context is provided through the roundtable’s agenda, list of participants, and the course of action. The report reviews the roundtable’s products by describing the results obtained by the two work groups, as developed by the participants in the two structured brainstorming sessions held that day.
FACULTY SENATE ROUNDTABLE AGENDA

April 12, 2018

• Welcome - President Keenum

• Overview of Process/General Introduction - Randy Follett

• Split up into teams

• Team Brainstorming Session #1 - Communications Issues
  o Examples of miscommunication (specific)
  o Causes of miscommunication
  o List of groups with whom we communicate

• Break

• Team Brainstorming Session #2 - Ideas for Improving Communications
  o Concerns when communicating with specific groups
  o Strategies for avoiding miscommunication (general or specific)

• Report and Discussion of Team Findings

• Wrap-Up - President Keenum
# FACULTY SENATE ROUNDTABLE

**April 12, 2018**

<table>
<thead>
<tr>
<th>Maroon Team</th>
<th>White Team</th>
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<tbody>
<tr>
<td>Kathleen Alley, Assistant Professor, Curriculum</td>
<td>Jimmy Avery, Extension Professor and Director,</td>
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<tr>
<td>Greg Bohach, Vice President, Division of</td>
<td>Delta Research and Extension Center</td>
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<tr>
<td>Agriculture, Forestry and Veterinary Medicine</td>
<td>Judy Bonner, Provost and Executive Vice</td>
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<td>Alex Bostic, Associate Professor, Art</td>
<td>President</td>
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<tr>
<td>David Buys, Assistant Ext/Res. Professor, Food</td>
<td>Cody Coyne, Professor, College of Veterinary</td>
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<td>Science, Nutrition &amp; Health Promotion</td>
<td>Medicine, Basic Sciences</td>
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<tr>
<td>Rasheda Forbes, Assistant Vice President for</td>
<td>Dana Franz, Professor, Curriculum, Instruction,</td>
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<td>Multicultural Affairs</td>
<td>and Special Education</td>
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<tr>
<td>Stacy Haynes, Associate Professor, Sociology</td>
<td>Laurie Grace, Professor, Forestry</td>
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<tr>
<td>Mary Ann Jones, Associate Professor, Collection</td>
<td>James Hardin, Associate Professor, Anthropology</td>
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<td>Management Services</td>
<td>Jason Keith, Dean, Bagley College of Engineering</td>
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<td>Sharon Oswald, College of Business</td>
<td>Joan Lucas, MSU General Counsel</td>
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<td>John J. Ramirez-Avila, Assistant Professor,</td>
<td>Melissa Moore, Professor and Head, Marketing/</td>
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<td>Civil and Environmental Engineering</td>
<td>Quantitative Analysis/Business Law</td>
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<tr>
<td>Sid Salter, Chief Communications Officer, Office</td>
<td>Raja Reddy, Research Professor, Plant and Soil</td>
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<td>of Public Affairs</td>
<td>Sciences</td>
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<tr>
<td>Penny Wallin, Associate Professor, Meridian</td>
<td>Amy Tuck, Vice President, Campus Services</td>
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<tr>
<td>Division of Education</td>
<td>Kevin Williams, Associate Professor,</td>
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<td>Byron Williams, Associate Professor,</td>
<td>Communications</td>
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<tr>
<td>Computer Science and Engineering</td>
<td>Facilitator: Brent Fountain</td>
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<tr>
<td>Facilitator: Randy Follett, Associate Professor,</td>
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<tr>
<td>Electrical and Computer Engineering</td>
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Team Brainstorming Process
Participants share ideas to each of two questions and responses are recorded.
1. Duplicates and overlaps are identified and consolidated
2. Participants single or multi-vote on answers or responses
3. Results are then discussed and shared across groups.

Brainstorming Rules and Guidelines
Bad ideas do not exist
- A single idea is offered one at a time
- Participants may pass when they do not have an idea to offer
- Ideas are not judged during brainstorming period
- Open discussion with expectations of confidentiality, e.g. “Las Vegas rules”
- Aim for constructive, creative sharing
Question 1.1 Examples of Miscommunication
Question 1.2 Causes of Miscommunication

Maroon*

Question 1.1 Examples of Miscommunication
Different stakeholders with different viewpoints
Inconsistent communication from different faculty
Lack of detail in communication
Preconceived status
Lack of listening / assumed knowledge

Question 1.2 Causes of Miscommunication
Missing other perspectives
Lack of knowledge of subject
Lack of clear expectations
Assumption of superiority
Turf
Lack of transparency

White**

Question 1.1 Examples of Miscommunication & Question 1.2 Causes of Miscommunication
Difficulty between language and cultural practices
Communication taken out of context
Lack of complete communication
Differing expectations
Personal bias
Lack of translation
Incorrect assumptions by the sender or receiver
Delivering wrong message/content to the audience
Inappropriate delivery style/method

Different/too many types of communication
Distance/Time between sender and receiver
Lack of feedback
Stopping communication (intentional/unintentional)
Lack of trust between sender and receiver
Presentation style/preparation
Individual or personal integrity
Lack of caution in delivery
Uninviting/unsupportive communication

*Responses are based on Question 1.1 and 1.2 presented separately to the focus group.

**Responses are based on the combination of Question 1.1 and 1.2 presented to focus group.
Question 1.3 List of groups with whom we communicate

**Maroon**
Students
Colleagues
Community Stakeholders
Mentees
Subordinates
Business & Industry

**White**
Students
Producers
Legislature
Parents
Faculty
Staff
Administration
Donors
Media
Tax Payers
Government Agencies
Peer Institutions
Recruits (students, faculty, preceptors, employers)
Alumni

Public
Funding agencies
Student organization
Current in information access
Industry
Peers internal to organization
Peers external to organization
Personal peer group vs. "outsiders"
IHL
Advisory boards
Delivery methods
Local/ state partners

Question 2.1 Concerns when communicating with certain groups

**Maroon**
Consistency
Fear
Balance of standards and flexibility
Inclusivity
Repercussions of values communicated
Disregard of new ideas

**White**

**Student-based concerns**
Is it really that important?
Are we teaching the reason why?
Are we reaching them the right way?
Proper utilization of social media platforms (e.g. GroupMe)

**University-based concerns**
Matching delivery method with our audience
Avoiding communication overload
Over or Under filtered communication
Sending contradicting/conflicting messages
Competing priorities/agenda
Question 2.2 Strategies for avoiding miscommunication

**Maroon**
- Evidenced based communication and decision making
- Flexibility in expectations and responsibility
- Avoid manipulation
- Incentivizing, providing opportunities for cross-pollination
- Listen

**White**
- Build rapport
- Respect your audience
- Be personable
- Be a good listener
- Build Relationships
- Prepare for your audience