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Summary of the

Mississippi State University

Faculty Senate Spring Roundtable

Conducted on April 12, 2018

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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
    - Examples of miscommunication (specific)
    - Causes of miscommunication
    - List of groups with whom we communicate

- Break

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

- Report and Discussion of Team Findings

- Wrap-Up - President Keenum

FACULTY SENATE ROUNDTABLE

April 12, 2018

Maroon Team	
Kathleen Alley	Assistant Professor, Curriculum, Instruction, and Special Education
Greg Bohach	Vice President, Division of Agriculture, Forestry and Veterinary Medicine
Alex Bostic	Associate Professor, Art
David Buys	Assistant Ext/Res. Professor, Food Science, Nutrition & Health Promotion
Rasheda Forbes	Assistant Vice President for Multicultural Affairs
Stacy Haynes	Associate Professor, Sociology
Mary Ann Jones	Associate Professor, Collection Management Services
Sharon Oswald	Dean, College of Business
John J. Ramirez-Avila	Assistant Professor, Civil and Environmental Engineering
Sid Salter	Chief Communications Officer, Office of Public Affairs
Penny Wallin	Associate Professor, Meridian Division of Education
Byron Williams	Associate Professor, Computer Science and Engineering
Facilitator: Randy Follett	Associate Professor, Electrical and Computer Engineering

White Team	
Jimmy Avery	Extension Professor and Director, Delta Research and Extension Center
Judy Bonner	Provost and Executive Vice President
Cody Coyne	Professor, College of Veterinary Medicine, Basic Sciences
Dana Franz	Professor, Curriculum, Instruction, and Special Education
Laurie Grace	Professor, Forestry
James Hardin	Associate Professor, Anthropology
Jason Keith	Dean, Bagley College of Engineering
Joan Lucas	MSU General Counsel
Melissa Moore	Professor and Head, Marketing/Quantitative Analysis/Business Law
Raja Reddy	Research Professor, Plant and Soil Sciences
Amy Tuck	Vice President, Campus Services
Kevin Williams	Associate Professor, Communications
Facilitator: Brent Fountain	Associate Professor, Food Science, Nutrition & Health Promotion

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

Lake 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