

# A Guide to **Effective and Compassionate** **Communication** for all



greater victoria  
coalition to end  
homelessness  
hope has found a home

Committees and Working Groups are necessary for collaborative, cross-sector work. These groups bring people together from a variety of backgrounds (service provision, business, communications, advocacy, lived experience and more) for activities like information sharing, objective-setting, task-delegation, and solution-sourcing.

Members come, not only from different professional backgrounds, but also from different places, perspectives, experiences, and communication styles. It is true collaboration among these varying individuals and organizations that creates powerful, lasting, community-led solutions to homelessness.

## Communicating when Frustrated

1. Find common ground: What is the goal of this group? Does my understanding of this group and its members align with others? What is my goal for being part of this group?

2. Ask questions: Do I have the full story? Can I ask questions to get more context?

3. Communicating: How can I share my concerns and frustrations so they will be heard. How can I share my concerns and frustrations so they will contribute to a solution?

4. Am I ready to listen? Do I just want to vent or am I seeking solutions? Am I ready to collaborate and hear from other members of the group on this issue?

GVCEH strives to promote a culture of **justice, equity, diversity and inclusion**. Groups of all kinds should be a place for safe and open communication.

5. How will my words impact other members of the group? How will my words impact people who may be experiencing burnout and fatigue?



Here's some other ways we communicate:

Verbal

Facial Expressions

Eye Contact

Tone of Voice

Hand Gestures

## Listening when Frustrated

1. Respect your differences: How might this speaker's experiences and perspectives be different from mine?
2. Practice empathy. We don't always know the battles people around us are fighting, or how long they have been fighting them.
3. Listen with an open mind. Am I hoping to learn and have a discussion? Or am I listening for the sake of confirming what I already believe?
4. Don't make assumptions. Ask questions instead.
5. Check on your non-verbal communication and body language.
6. Practice patience: It can take time to form the words to represent a thought, idea, concern, or concept. Practice open patience with people as they take time to find the right words.



## Combatting Zoom Fatigue & Meeting Burn-out

*Why we get so tired:*

1. Our brains must work harder to process non-verbal communication like tone and body language
2. Slight delays in video and audio can create a feeling of disconnect
3. Constant self-awareness: Seeing yourself throughout a meeting creates an added layer of self-consciousness
4. Delayed reactions and responses can create intimidation for speakers

### Tips & Tricks

- Establish a meeting-free day or half-day
- Schedule screen-free time in your day
- Make time for a short walk or outdoor time
- Avoid multi-tasking during a virtual meeting
- Provide non-verbal cues to speaker like a nod, smile or thumbs up

**Extend the same kindness you give to others to yourself. Everyone needs breaks.**