



Pastoral Ministers' Association Meeting Minutes February 17, 2009 Meeting held at St. Andrew Parish

Lisa Brown opened the meeting at 10:05 AM. Pat Metz led the opening prayer.

Program: "Authentic Communication...Speaking to Others In a Way They Can Hear"

Lisa introduced Regina Bowden, PhD., an educator and international consultant with a diverse background in both the public and private sector. She has experience in education, universities, government, retail sales/training, and the automotive industry. She has co-developed a two-way communication cultural diversity program, which she presents around the country in professional seminars.

Regina began her presentation by explaining the goals of communication. She suggested that a key rule must be "do no harm" when communicating. Examples of behaviors or other items that obstruct good communication include:

- Triggers: words or non-verbal items that are usually done by the person who is speaking that raise the listener's blood pressure or inhibit communication before it even begins
- Avoidance: meetings and exchanges where the "real topic" is never discussed
- Definitions: use of terms that have different meanings to participants in the communication
- Trust and Empathy: necessary for all parties, i.e. standing in the other person's shoes

Regina stressed that both the sender and the receiver bear responsibility for good communication. Techniques such as asking clarifying questions can be a useful tool on the part of the listener to provide feedback and to make sure the conversation is on track

The next area presented was High Impact Communication, defined as having shared meaning with a target audience for a desired outcome. Impediments to successful High Impact Communication are context, content, memory and style. She illustrated her point with an example of siblings raised in the same environment who experience or remember events quite differently due to separate expectations and interpretations of events.

Regina then unveiled a model of four communication styles. She stressed that everyone uses all four styles to some degree, but favors or is strongest in one style. Key parameters are the control or expression of emotion mapped across a style that favors asking or telling. The four styles are:

Direct: Controlled emotion with a "tell" way of communicating; bold, abrupt; time matters; wants to be in charge/wants the bottom line; easiest style to identify.

Spirited: Expressive emotion with "tell" way of communicating. The true collaborator; likes big picture but gets results by aligning people; enthusiastic; loud; passionate; fears being left out and being bored.

Both Direct and Spirited operate at a high level and see the big picture.

Systematic: Controlled emotion with "ask" style of communication. Polite; detailed; fear of being wrong/needs to be right; cannot be rushed; needs time to process; will dig in if pushed. Easier to interact with if task is well-defined.

Considerate: Expressive emotion, ask style. Avoids conflict and seeks harmony; likes people; won't speak up unless asked; peacemaker; detailed and focused. Considerates are the largest group in number.

Studies have shown that how we interpret communication is based on:

- 7% the words that are used,
- 38% the way words are said (tone, inflection, facial expression, other para-verbal cues), and
- 55% body language.

The Direct and Systematic types have the most trouble communicating since they control their expressions.

The final idea Regina presented was the flow of authentic communication in conversational cycles. She illustrated the give-and-take of a conversational cycle. Using these actions in an iterative fashion will aid the true exchange of ideas:

- Stop before you speak and decide desired outcome ->
- Tune in with your heart/ Listen actively ->
- State facts as you see them ->
- State implication (the "so what") ->
- Reveal your feelings

These elements are also listed as:

1. Be clear in your head and heart
2. Consider your actions
3. Create a safe environment (one where people feel free to express themselves without fear of retribution)
4. Be authentic

Regina concluded with: *"They may forget your words, but will always remember how you made them feel."*

Collaborative/Networking

Vicar's Report – Fr. Jerry said the January Vicars' meeting was a farewell celebration with Cardinal Maida. The February meeting was a working meeting with the sub-committees (Finance and Administration, Parish Life and Services, and Education) followed by a session with Archbishop Vigneron. Fr. Jerry urged everyone to read the minutes of this meeting that were previously emailed to the PMA.

VPC Report – Bonnie Banaszek said the Vicariate Pastoral Council will meet on February 23. The Council continues to work on the Pastoral Care Implementation plan and will plan their goals and objectives for next year. Bonnie urged everyone to both attend and spread the word on the PAV Spring Assembly on March 23 at St. Benedict parish. Fr. Michael Crosby will be the keynote speaker. Registration is required and is available online at www.pontiacarevicariate.org

Announcements

- Barb Williams said CCRT will be closed Feb 23-27 while they move to new office space on Franklin Blvd. in Pontiac.
- Joe Soncrant said Fair Trade chocolate, tea and olive oil were available for sale. Proceeds benefit Catholic Relief Services.
- Maria Jimenez introduced Fr. John O'Keefe, temporarily assigned to the Pontiac Catholic Community.

The meeting ended with a closing prayer and lunch at 12:05 AM.

Upcoming PMA Meetings

March 23, 2009 - PAV Assembly at St. Benedict Parish Hall

May 19, 2009 at Christ the Redeemer

Attendance:

Tom Donahoo	Archdiocese of Detroit
Carol Jadach	Archdiocese of Detroit
Barb Williams	Catholic Community Response Team
Marge Huggard	Catholic Social Services of Oakland County
Nancy Clancy	Christ the Redeemer
Marilyn Lines	Christ the Redeemer
Diane Guappone	Healthcare Chaplain
Fr. Joe Hindelang	Notre Dame Prep
Judy Gordon	PAV Administrative Assistant
Maria Charria	Pontiac Catholic Community

Maria Jimenez	Pontiac Catholic Community
Fr. John O'Keefe	Pontiac Catholic Community
Lourdes Smith	Pontiac Catholic Community
Sr. Rebecca Hodge	St. Andrew
Pat Metz	St. Andrew
Jane Gimbutis	St. Andrew
Jane Peters	St. Andrew
Maureen Schreffler	St. Andrew
Joe Soncrant	St. Andrew
Bonnie Banaszek	St. Benedict
Lisa Brown	St. John Fisher
Fr. Jerry Brzezinski	St. John Fisher
Sue Buratto	St. John Fisher
Jim Masiak	St. John Fisher
Michelle Pittel	St. John Fisher
Sr. Mary VanGilder	St. John Fisher
Debbie Bloomgren	St. Joseph
Kathy Hasty	St. Joseph
Mary Martin	St. Joseph
Kim Myers	St. Joseph
Jon Myers	St. Joseph
Peggy Casing	St. Mary of the Hills
Chris Kozlowski	St. Mary of the Hills
Fr. Stan Ulman	St. Mary of the Hills
Dila Dusovic	St. Paul Albanian