



Communication Policy for Nuneaton Dog Training Club

Communication Policy for Nuneaton Dog Training Club Staff and Volunteers

Purpose

This policy outlines how our volunteers and staff communicate internally (within the organisation) and externally (via email, social media, and other platforms). We aim to maintain a respectful, professional, and constructive environment, ensuring that all communications reflect our values and mission.

General Principles

Respect & Kindness – Treat everyone with courtesy, even in disagreements.

Professionalism – Avoid informal or emotional language that could be misinterpreted.

Clarity – Be clear, concise, and purposeful in all communications.

Accountability – Take responsibility for your words; if a mistake is made, apologise and correct it.

Confidentiality – Do not share sensitive internal discussions publicly.

Unacceptable Communication

The following behaviours are not allowed in any form of communication (emails, meetings, social media, messaging platforms, etc).

Aggressive or Angry Language – No shouting (ALL CAPS), insults, threats, or hostile tones.

Playing the Victim – Avoid passive-aggressive or guilt-tripping language (e.g., "Nobody ever listens to me!"). Instead, express concerns constructively.

Personal Attacks – Criticise ideas, not people.

Gossip or Rumours – Do not spread unverified information.

Overly Emotional Responses – If a discussion becomes heated, take a break before responding.

Public Call-Outs – Address issues privately first; do not shame others in group chats or social media.

Internal Communication Guidelines

1. Email & Messaging

Subject Lines – Be clear (e.g., "Volunteer Meeting Reminder – May 25").

Tone – Polite and professional (e.g., "Could you please clarify..." instead of "This makes no sense!").

Reply Time – Respond within 48 hours if a response is needed.

Avoid Over-CC'ing – Only include necessary people in emails.



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2. Meetings & Discussions

Stay On Topic – Respect time and agendas.

Active Listening – Let others speak without interruption.

Constructive Feedback – Use "I" statements (e.g., "I think we could try..." instead of "You're doing this wrong.").

External Communication (Social Media & Email)

Represent the Organisation – Always identify yourself as a volunteer/staff member when posting officially.

Think Before Posting – Avoid controversial, political, or offensive content unrelated to our mission.

No Venting Online – If you're frustrated, discuss it internally—do not air your grievances publicly.

Fact-Checking – Ensure all shared information is accurate.

Handling Conflicts

If a communication issue arises:

Pause – Step back before responding emotionally.

Private Discussion – Address concerns one-on-one (not in group chats).

Mediation – If unresolved, involve a team leader for help.

Consequences for Violations

Repeated breaches may result in:

A warning & coaching on better communication.

Temporary removal from communication channels.

In severe cases, dismissal from volunteer roles.

Policy Acknowledgment

By volunteering or working for NDTC, you agree to follow this policy. Let's work together to maintain a positive and productive environment!

Approved by: [NDTC committee]

Last Updated: [11 August 2025]