

The Stats Are In...

[96% of people](#) think the businesses they deal with could improve when it comes to communication and project management.

Even though [89% of people](#) believe that effective communication is extremely important, **8 out of 10 people** rate their own business' communication as either average or poor.

[74% of employees](#) feel they are missing out on company information and news.

[86% of employees and executives](#) cite lack of collaboration or ineffective communication for workplace failures.

Take

Take a timeout at your next staff and board meeting to review [this article](#) and learn about different communication styles in the workplace.

Which style do you think you are? What about your colleagues? Take the free quiz in the article to find out and discuss how the results can help your team communicate more effectively.



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Key Plays

WITH



Stiletto Boss University

Building Strong Connections with Intentional and Authentic Communication

[Stiletto Boss University](#) (SBU) is a youth training program for middle and high-school girls that uses entrepreneurship as the foundation for teaching the power of collaboration, sisterhood, and community impact. Jania Massey, social entrepreneur, founded the organization in 2015 to connect young women to opportunities, build up their social capital, and create the next generation of community leaders. Communication is a key skill for leadership success. The program activities support the development of strong communication abilities for participants while modeling effective communication practices. For example, SBU has utilized technology solutions to provide participants with virtual connection opportunities outside of its in-person offerings.

The organization uses its online Members Area to connect program participants, to communicate with program participants, and to prepare participants for interacting professionally in virtual platforms like LinkedIn. "Having our own virtual members space was integral for our organization to stay connected with participants during the pandemic. Incorporating regular practices at virtual sessions such as mental health check-ins created an environment of open and compassionate communication that supports collaboration and strong relationships," shared SBU Founder and Executive Director Massey. "We have an opportunity to use technology to expand our network and engage more people with our mission. Our newest program, SBU Premium, provides participants with a self-paced online option to learn about entrepreneurial topics."

Massey makes it a priority to stay connected with the SBU team during this time of growth while also making time to reevaluate processes to identify areas of improvement. Through executive coaching sessions with Ruth Peebles, The INS Group President, she was able to finesse key communication processes in her organization to make them more effective. Massey recalls that the challenges of keeping board members and staff updated led her to recalibrate her approach to internal meetings and communication. The organization moved from monthly meetings to bimonthly full board and staff meetings with one-on-one meetings in between. This schedule allows Massey to develop relationships with individual team members while maximizing the productivity of the full board and staff meetings. "Having one-on-one time with team members supports successful onboarding, provides time to focus on specific team member work, and facilitates relationship building," said Massey. These changes have streamlined internal communication activities making them more focused and effective.

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