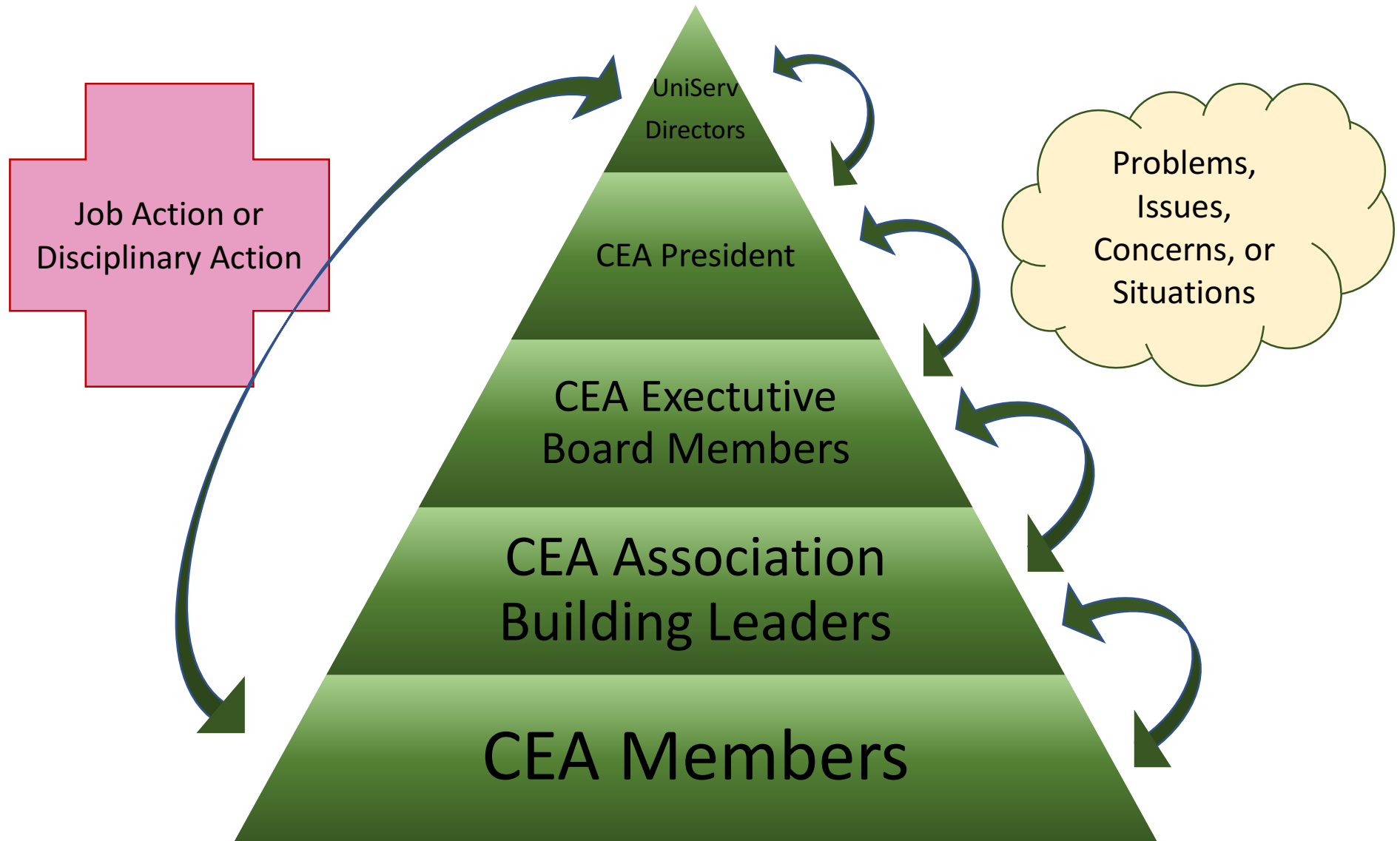




# Communication Chain





Dear CEA Members,

Thank you for supporting me as your new Canyon's Education Association (CEA) President. The Association has your best interests at heart, and every activity we undertake intentionally advances our vision, mission, and goals. I am excited to begin this new adventure with you.

CEA would like to increase the capacity of our Association Building Leaders (ABLs) and members by using a structure for answering questions and addressing situations or issues. We are attempting to grow knowledge throughout our Association by using a specific communication structure. To get the information you need, it may initially take a SHORT amount of time. However, going through the correct procedure will ensure that more people learn what needs to be done in a variety of situations, and soon, you will get assistance FASTER, since your ABL will begin knowing the answers without checking with the next level of assistance.

1. First, if you are being asked to meet with the principal about your job, call the office immediately at 801-262-2449 and request a UniServ Director.
2. Otherwise, individual members should **ask their Association Building Leader for assistance**. They may not know the answer to your question YET, but as questions are asked, we build our knowledge base.
3. If the ABL needs additional assistance, they will contact the school's Executive Board Member liaison (see the attached list). Again, the Executive Board Member may have to find the answer, but they will reply back to the ABL as soon as possible.
4. If the Executive Board Member doesn't know the answer, they will call the CEA President. Please provide the following information to better assist you:
  - a. Individual's name, school, and phone number.
  - b. The nature of the question, problem, issue, concern, or situation.
  - c. What has already been done for an answer or solution, including if the individual has had a discussion with the principal (if applicable). Often, issues can be resolved with a simple conversation.
  - d. Be prepared to explain what your preferred outcome would be. This will help direct the information gathering.
  - e. Finally, be sure to relay the best time to reply.

Please note that it may be frustrating when you call the office, and you are referred back to your ABL (except for job or disciplinary actions). We understand that when you have a question or an issue you would like the answer immediately. However, we do not build strength within our Association when we respond in this manner. We have elected ABLs who are knowledgeable, receive training, attend monthly meetings, and, in short, are capable of dealing with the vast majority of the questions and issues that arise. Regrettably, they often don't have the chance to do so. By referring you back to your ABL we are ensuring that they have the opportunity to build their bank of knowledge.

Don't hesitate to ask questions or reach out to CEA, your Association. When the information comes to the office or through email, you will receive an answer as promptly as possible. As we continue through the beginning of this new information-building stage, it may take a few hours or days to get back to you; yet, as ABLs deal with more and more issues, they will be better prepared to aid you sooner in the future.

Thank You,  
Erika Bradshaw  
CEA President