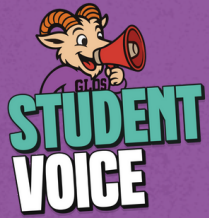


COURSE REPS



Communicating Effectively

As a Course Rep, one of your main responsibilities is to communicate clearly and confidently with your peers. Good communication helps you gather accurate feedback, check what students really think, share useful information and make sure everyone feels included. You don't need to be the loudest person or have all the answers. Your role is to create open, respectful communication that helps you understand what is happening on your course and what students need.

It often helps to think about communication as a two-way process. You are there to speak with students, not at them. Ask questions, encourage different opinions and avoid assuming that one person's experience represents everyone. You might use group chats, email, polls, informal chats after lessons or course society spaces. The best approach is usually a mix, because not all students communicate in the same way.

When sharing information, keep it clear, short and factual so students know what is happening and what they may need to do. If you are unsure about something, check first rather than guessing, because accuracy builds trust. It is fine to say you will find out and come back with an update, and students usually appreciate honesty more than quick answers.

When gathering feedback, try to encourage a range of voices and avoid only hearing from those who speak up most. You can ask open questions, give people time to reflect and offer private ways to share their thoughts. If conversations become negative or personal, bring the focus back to shared goals and practical next steps. You do not have to mediate conflict, but you can help keep the space respectful and purposeful.