


# Best Practices in Landowner-Tenant Communication

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## Objectives

- 
- Understand the importance of effective communication with tenants
  - Provide information about effective communication
  - Discover some active listening prompts
  - Establish some best practices for communication with a tenant


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## Why is it important?


- 
- Prevent misunderstandings
  - Builds Trust
  - Enhances problem-solving
  - Improves satisfaction
  - Reduces stress
  - Encourages maintenance and upkeep

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## Why is it important?

- 
- Facilitates compliance with laws
  - Boosts reputation
  - Streamline processes
  - Promotes a positive community

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## Why is it important?

Prioritizing effective communication leads to better relationships, smoother operations, and overall improved experience for both landlords and tenants



## Landlord Tenant Effective Communication

- Establish Clear Channels of Communication
- Document Everything
- Be Respectful and Professional
- Regular Check-Ins
- Be Transparent



## Landlord Tenant Effective Communication

- Prompt Maintenance and Repairs
- Encourage Feedback
- Handle Conflicts Professionally
- Know the Laws
- Build Relationships



## General Effective Communication

- Active listening
- Nonverbal communication
- Questioning
- Problem-solving
- Decision-making
- Clarity
- Confidence
- Empathy and compassion
- Respect
- Feedback



## Active Listening

- Active listening is the process by which an individual secures information from another individual or group.
- It involves paying attention to the conversation, not interrupting, and taking the time to understand what the speaker is discussing.



## Active Listening Examples

- **Building trust and establishing rapport:** “Can you tell me your history as a farmer? How has it evolved?”



## Active Listening Examples

- **Demonstrating concern:** “The commodity markets look to be very tight this year, how are you handling it?”



## Active Listening Examples

- **Paraphrasing:** “So, you're saying that the uncertainty about the markets is causing you stress”



## Active Listening Examples

- **Brief verbal affirmation:** “Thank you. I appreciate your time in updating me.”



## Active Listening Examples

- **Asking open-ended questions:** “What are your long term goals and how does access to my farm help you achieve those goals?”



## Active Listening Examples

- **Asking specific questions:** “What crops are you planting on the ground this year? What soil health practices are you implementing?”



## Active Listening Examples

- **Waiting to disclose your opinion:** “Tell me more about your proposal to build up the soil.” “Can you please provide some history for me regarding your relationship with your other landowners?”



## Active Listening Examples

- **Disclosing similar situations:** “During my career in business, I also had to adapt to new technologies to stay relevant and competitive in my field.”



## Best Practices

- Agree on how you would like to communicate
  - Text, Email, Phone Calls, etc.
- Agree on response times
- Keep all agreements in writing, including lease terms
- Put important discussions into a written format for both parties



## Best Practices

- Use polite and respectful language
- Make sure to listen to concerns and feedback without interrupting
- Regular check-ins to address any ongoing issues or concerns
- Inform tenants about scheduled improvements



## Best Practices

- Clearly explain expectations for the farm
- If issues arise, provide clear reasoning
- Address maintenance requests promptly to build trust and show commitment
- Conduct regular visits
- Invite tenants to share feedback and concerns freely

## Best Practices

- Approach conflict with a level head, focusing on resolution rather than blame
- Aim for solutions that work for both parties
- Stay informed about the laws/rights around leasing ground in Kansas
- Take time to get to know tenants beyond just their role as your lessee

  
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## Lease Law Papers

- Kansas Agricultural Lease Law Paper (2017)
  - Roger McEowen, esq., Ag Law Professor, Washburn University
- Kansas Agricultural Lease Law Paper (2005)
  - Jerrod A. Westfahl, Esq, Arthur-Green, LLP

  
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