Communicating with Families

Let’s Talk Quality Webinar Series
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TOPICS

• What is good communication?
• Barriers in communicating with families
• Practical strategies
• Examples of tools/methods
• What about challenging situations?
WHAT IS GOOD COMMUNICATION?

Think about it:
What do you think are some characteristics of good communication?
“We have 2 ears and 1 mouth so that we can listen twice as much as we speak.”

~ Epictetus
3 types of listeners

1. Autobiographical
2. Merry-go-round
3. Deep
BARRIERS IN COMMUNICATING WITH FAMILIES

Think about it:
What do you think are some barriers in communicating with families?
PRACTICAL STRATEGIES

Develop a positive relationship
Helpful tips:

• Be clear and concise
• Be aware of your body language
• Listen intently
Helpful tips:

• Be consistent in your message
• Welcome frequent dialogue
• Maintain confidentiality
• Maintain professionalism
Think about it:
What are some topics that families seem to care about the most?
Helpful tips:

• Offer suggestions when appropriate and when asked
• Greet with a smile and ask how their child is doing
• Show respect for families and for children
EXAMPLES OF TOOLS/METHODS

Daily communication
• Written (e.g., daily sheets)
• App
• Oral

Newsletters
Ideas for Virtual Communication

• Apps
• Emails
• Texts (work phone, not personal)
• Facebook
Family-Teacher Conferences

• Establish goals together
• Accommodate family when scheduling
• Share items that show growth
WHAT ABOUT CHALLENGING SITUATIONS?

If you maintain daily communication, you will already have a relationship when you need to talk about difficult situations.
Some Tips

• Highlight the positive (2:1)
• Respect family’s point of view
• Focus on problem solving as a team
Think about it:
What is one thing you will apply from this session in your ongoing communication with families?
Let’s Talk Quality Webinar Series

Let’s Talk Quality Blog: www.letstalkqualitypa.com

Let’s Talk Quality Spotlight
THANK YOU FOR JOINING US!

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