



Communication Empowerment Tools for Parents and Families



As families engage in reciprocal communication with their school site office staff, teachers, administrators, and other partners, please consider the following:

✓ **Reflect on the following**

- Everyone here is for our students
- Our goal is for all students to be successful
- Focus energy on solutions

✓ **How to deliver an effective message**

- Clear, concise, accurate messages
 - Leave your first and last name, name of student, best phone number and time to be reached
 - Reason for your call or email
- Stay focused on the present issue to ensure efficiency of solve the immediate concern

✓ **Body language**

- Be mindful of your tone, facial expressions, as they will contribute to how your message is received and how quickly it will be resolved

✓ **Mode of communication**

- Phone call, email, message with office staff, survey
- Beware of other communicative apps that your school site utilizes (Ex: ClassDojo)

✓ **Use of an interpreter**

- If you are using an interpreter provided by the school site, or your own to communicate consider the following
 - Chunk information so that the message is interpreted accurately
 - Look at the person that you are addressing and not the interpreter when speaking
 - Before ending the conversation, make sure that your questions have been answered or addressed

✓ **Tips**

- Assume positive intentions
- Be an active listener
- Give meeting participants your full attention
- Avoid interrupting
- Ask for clarification when needed and avoid making assumptions