

## TIPS TO HELP MAKE HOME AND SCHOOL COMMUNICATION GO SMOOTHER

### Lost lunch box? Wrong bus? No locker? Wrong Classroom? Now what?

#### Before you call or send a note or email to your child's school.....

Identify a positive intent and prioritize. Focus on what needs to happen. Eliminate the emotional component that often is drawn into our dialogue. Keep a focus on what needs to happen to resolve a problem, and do not get side tracked.

Clarify and be brief. Drill down to what needs to be said and be clear. Keep your letters or notes short and direct. Identify the situation, clarify what the problem is, note any barriers and offer a solution.

Be receptive and listen. Make certain you have a clear understanding of why there is a problem. Make certain you 'see the other side'. Offer feedback so others know you understand both sides.

Understand where other people are. Move from faultfinding to problem solving

Electronic communication vs. old style letter writing. Don't hit send! Take time to think and re-write. Using email as communication is efficient and timely but using email as a single method of contact can be problematic as the visual and audio cues of conversation are missing.

When emotions are strong on both sides of an issue, make certain you listen and hear. Remember that others will hear your tone of voice and will take it personally. Words can be well chosen but tone of voice will allow emotions to leak out.

