

KY-SPIN presents



# COLLABORATIVE COMMUNICATION



# KY-SPIN

(Special Parent Involvement Network)

Parent Training & Information (PTI) Center

Funded by the U.S. Dept. of Education under IDEA since 1988 when Kentucky first received a PTI. KY-SPIN Parent Center provides training, information and support for children and youth with all types of disabilities (birth through 26 years old), their parents, families, and professionals





**We do NOT:  
Act as Attorneys**

**We DO:**

- Empower Families to Effectively Advocate for their Children
- Provide "peer to peer" support to help families access needed information and resources

# WHAT IS COLLABORATION?



1

**Collaborative:** working jointly with others

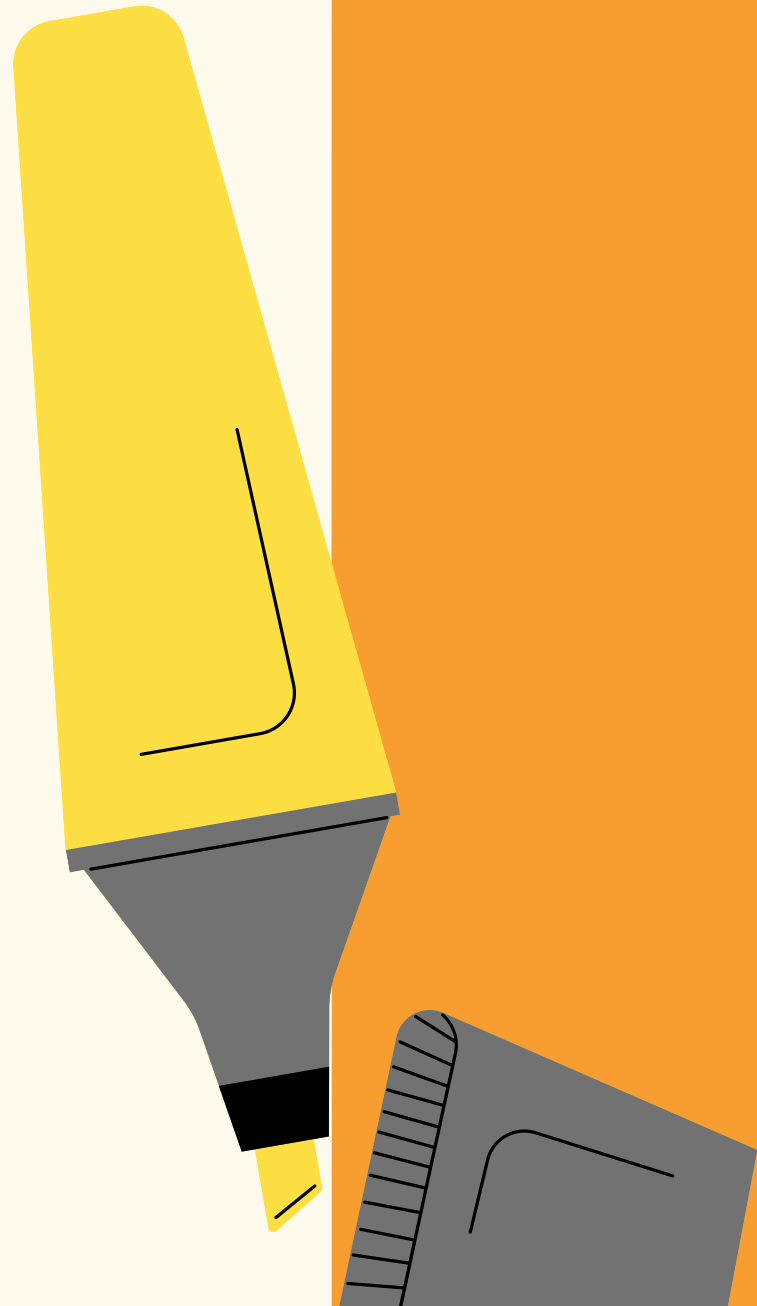
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**Communication:** a techniques for expressing ideas effectively

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# COMMUNICATION BASICS

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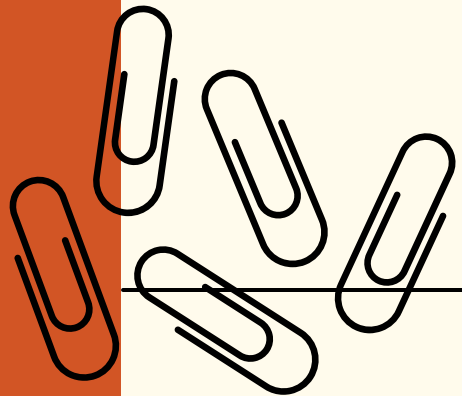
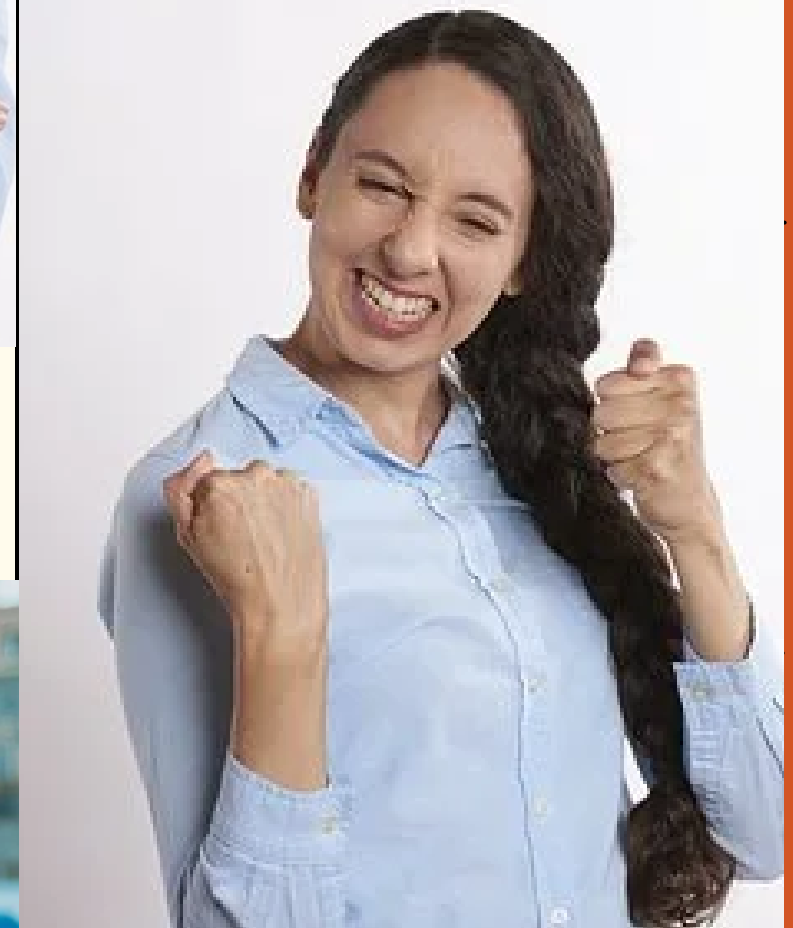


# Communication

- "First see to understand, then to be understood." -Stephen Covey
- Communication happens in several ways:
  - Approximately 10% of communication is spoken words
  - 30% is tone of voice
  - **60% is body language**

# Body Language

Body language  
says a lot



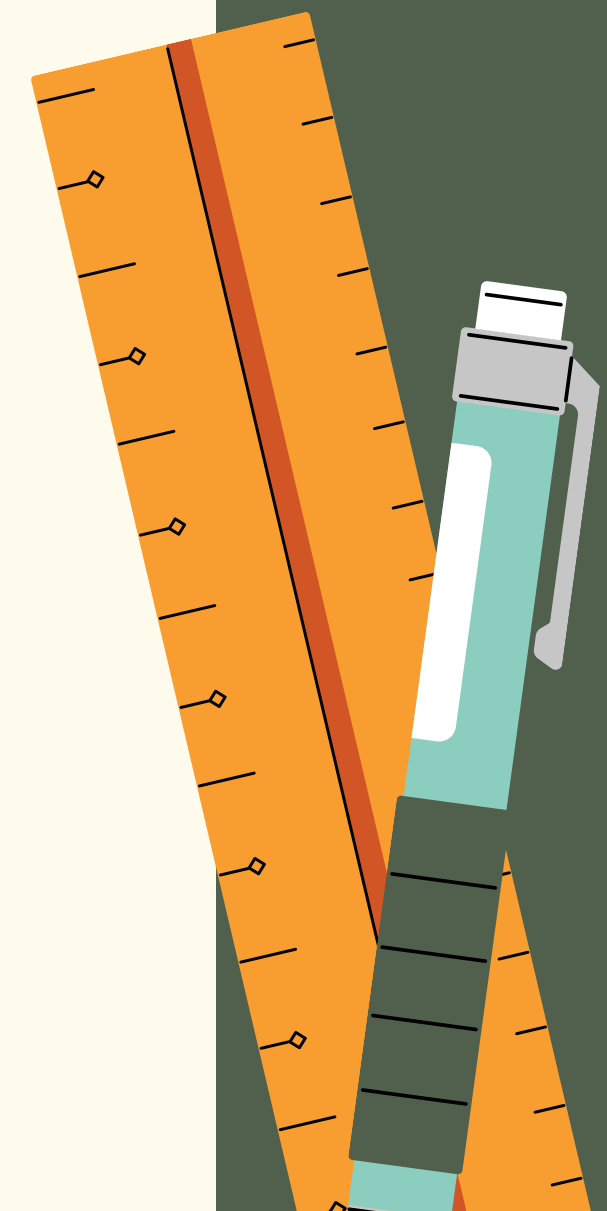
Every action, even silence, is a communication.

The Importance of LISTENING

**LISTEN TWICE AS MUCH  
AS YOU TALK**

For *EFFECTIVE* communication

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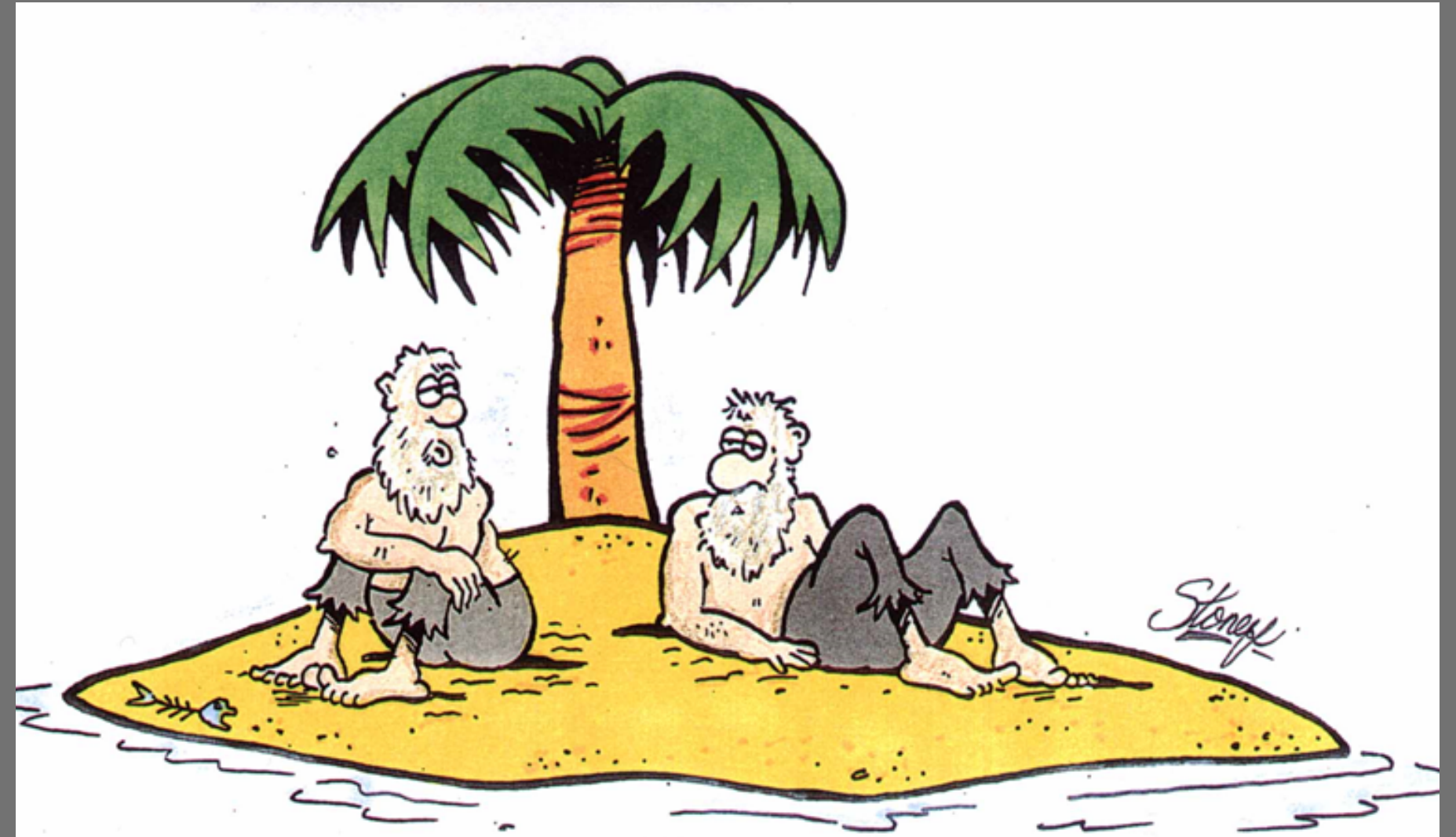


# Elements of Active Listening

- Be attentive
- Be nonjudgemental
- Paraphrase (don't overdo it!)
- Be aware of body language



"You can stop saying 'uh-huh'! I stopped talking to you an hour ago!"



"I'M SORRY, WERE YOU TALKING TO ME?"



# Collaborative Communication



**Values and respects:**

opinions

perspectives

rights of both  
parties



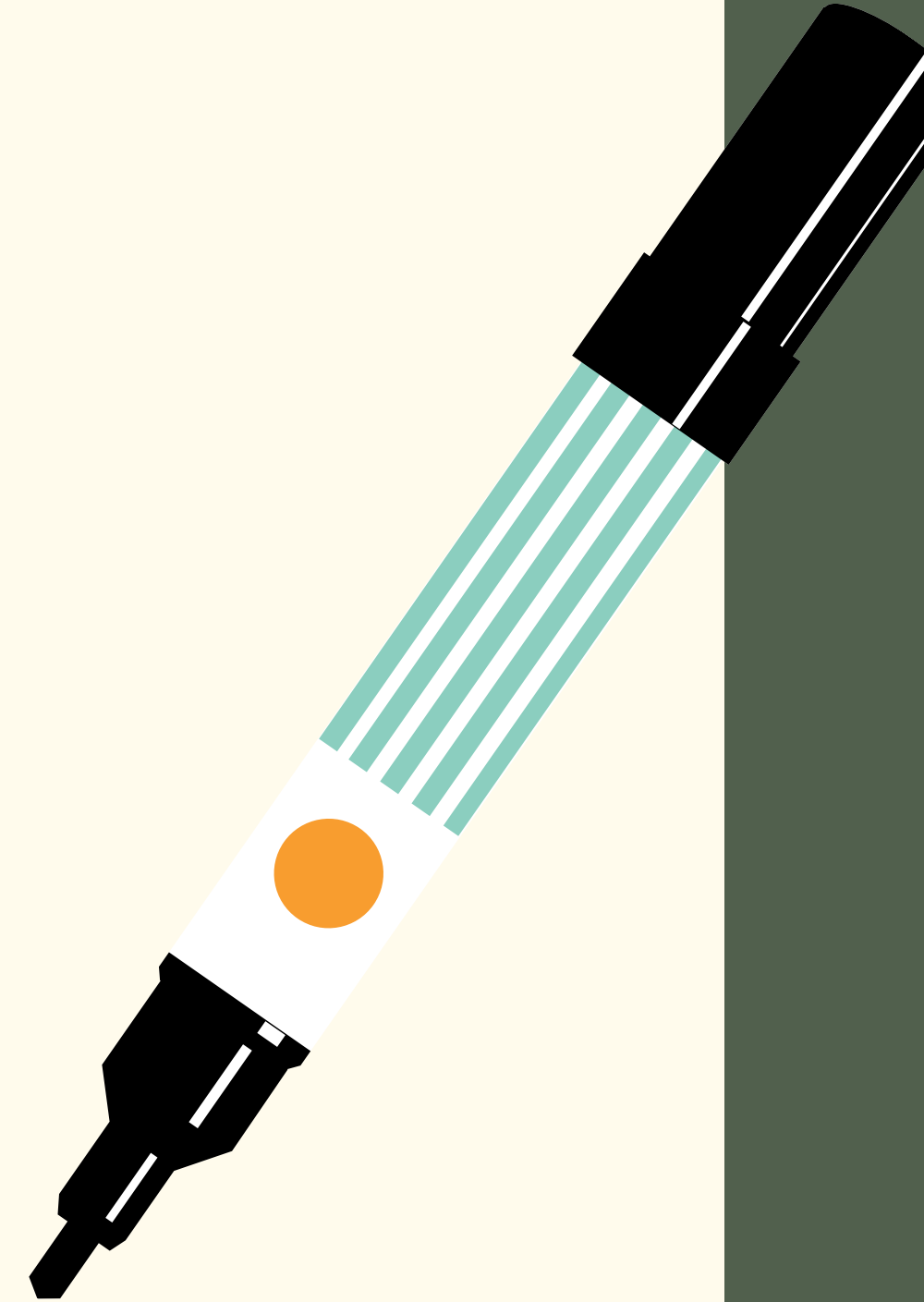
# Collaborative Communication

Encourages both parents and professionals to:

- Express honest feelings
- Promote mutual respect
- Allow both discussion and disagreement
- Respect cultural differences



*Remain Child  
Focused*





# Partnership

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A relationship between individuals

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or groups that is characterized by mutual

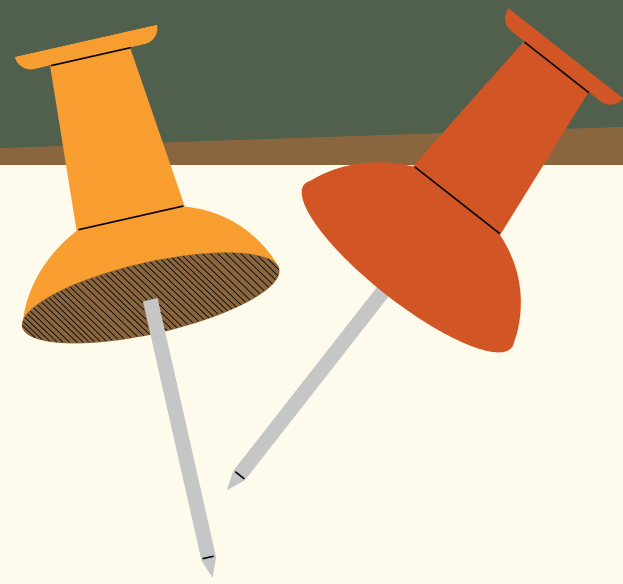
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cooperation and responsibility, as for the

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achievement of a specified goal.

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# COMMUNICATION BETWEEN PARENTS AND PROFESSIONALS

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is critical..

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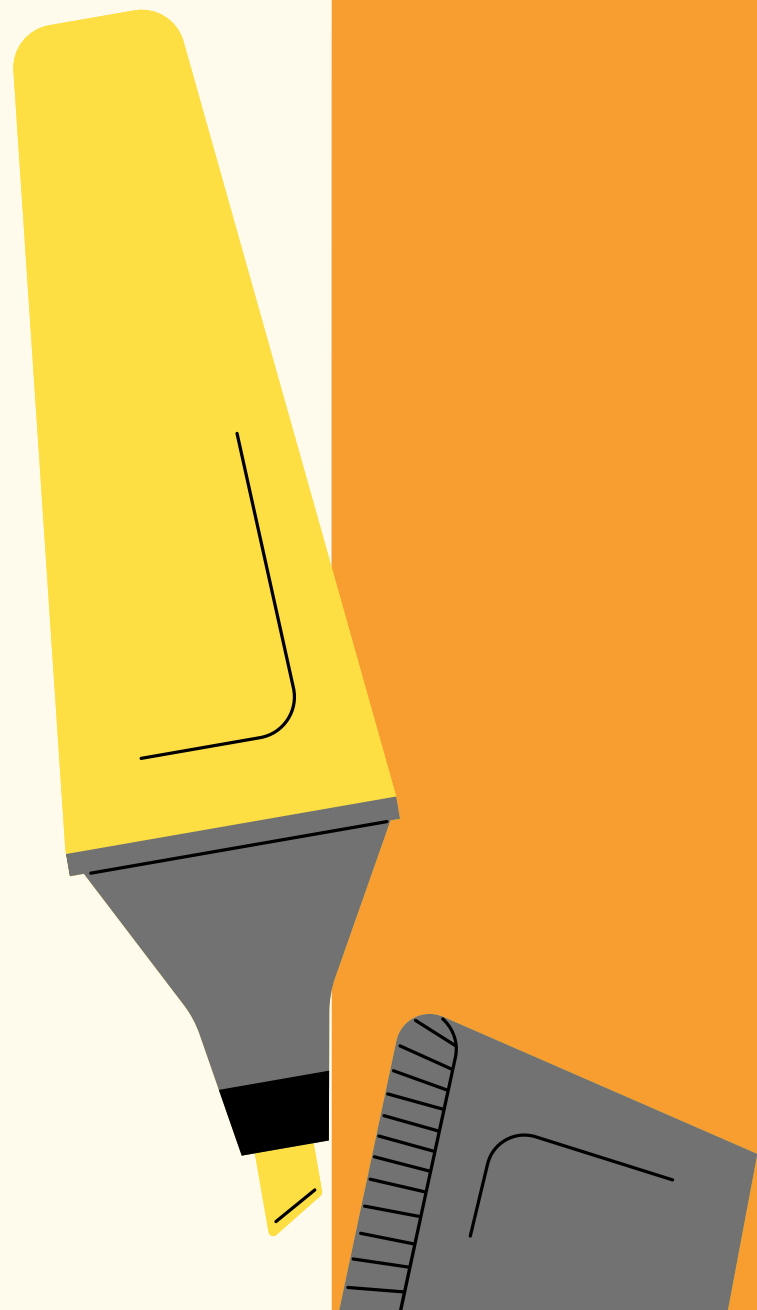
**" ...to me!!!**



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# BARRIERS TO COMMUNICATION

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# Common Barriers



1

Negative history

2

Emotional responses

3

Jargon and alphabet soup

4

Fear or intimidation

# Tips and Strategies

for parents

Be prepared by:

- Talk to other families
- Read, search the internet
- Go to workshops & call KY-SPIN!



## Nurture Relationships:

- Call, keep in touch
- Communicate concerns early
- Send a card or note
- Meet between meetings
- Volunteer at school



## **Set the Tone of the Meeting**

- Bring a picture of the child
- Ask the each team member to share something positive about the child
- Bring a treat!!

**Work toward resolving differences of opinion**



# Asking Questions

- Ask questions in a way you would like them answered

Did my son do well  
today?

Yes

No

# Close Ended Questions



Example: Did my son do well today?

This is helpful if you just need  
a simple one word response such  
as yes or no



# Asking Questions

- Ask questions in a way you would like them answered

What did my son do  
well today?

**The answer requires an  
explanation**



# Open Ended Questions



Example: What did my son do well today?

This is the type of question to ask if you need a detailed response

# Differences of Opinion



Use **LUCK**:

Listen to and restate the other person's opinion.

Use a respectful tone.

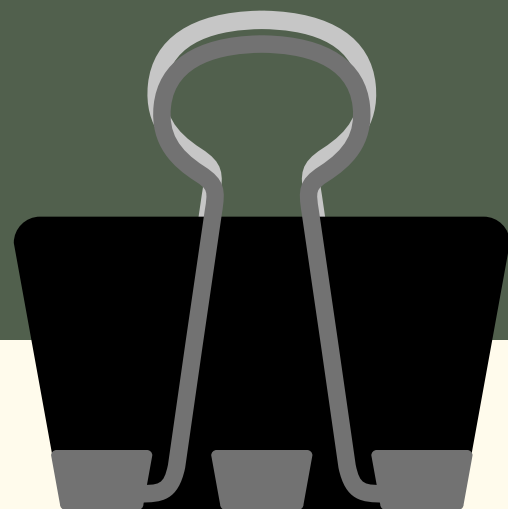
Compromise or change your opinion if necessary.

Know and state the reasons for your opinions.

# Remember :



- The people you are working with also care for your child
- You have **such** important information to share
- You can have a big impact on collaborative communication



*Coming together is a beginning;  
working together for a common goal  
is progress;  
good collaborative communication  
is a success!*

# Helpful Resources



[Overcoming Communication Barriers \(FND\)](#)

[Ideas for Better Communication with Professionals \(FND\)](#)

[Working Together \(PACER\)](#)

[The Importance of Good Communication Skills \(FND\)](#)



**HOW WAS IT?**  
[HTTPS://FORMS.GLE/BPLNKUVDWSVQA5U38](https://forms.gle/BPLNKUVDWSVQA5U38)





**If you still have  
questions...**

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