



Kentucky Special Parent Involvement Network, Inc.

Presents

**KY-SPIN's LunchShop & DinnerShop
Webinar Series:
Collaborative
Communication
9/24/20**

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 support to help families access needed information and resources**



Collaborative:

**working jointly
with others**



Communication:

**a technique for expressing
ideas effectively**

**“First seek to
understand, then
to be understood.”**

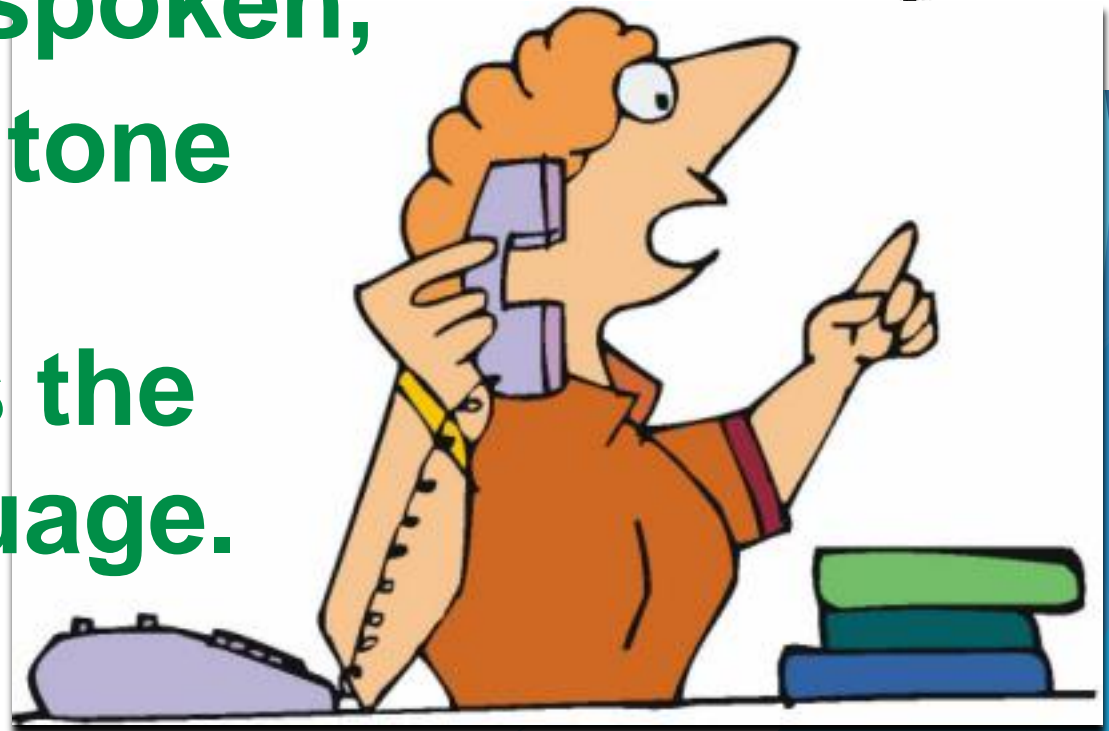


- Stephen Covey

Communication

Approximately 10% of communication is the words spoken, 30% is the tone of voice, and 60% is the body language.

“Puh-LEASE be quiet!! I’m ON the phone!!!”



Communication



**Every action
even *silence*
is a
communication**

**For effective
communication...**

**LISTEN TWICE AS
MUCH AS YOU
TALK**

The Importance of
LISTENING

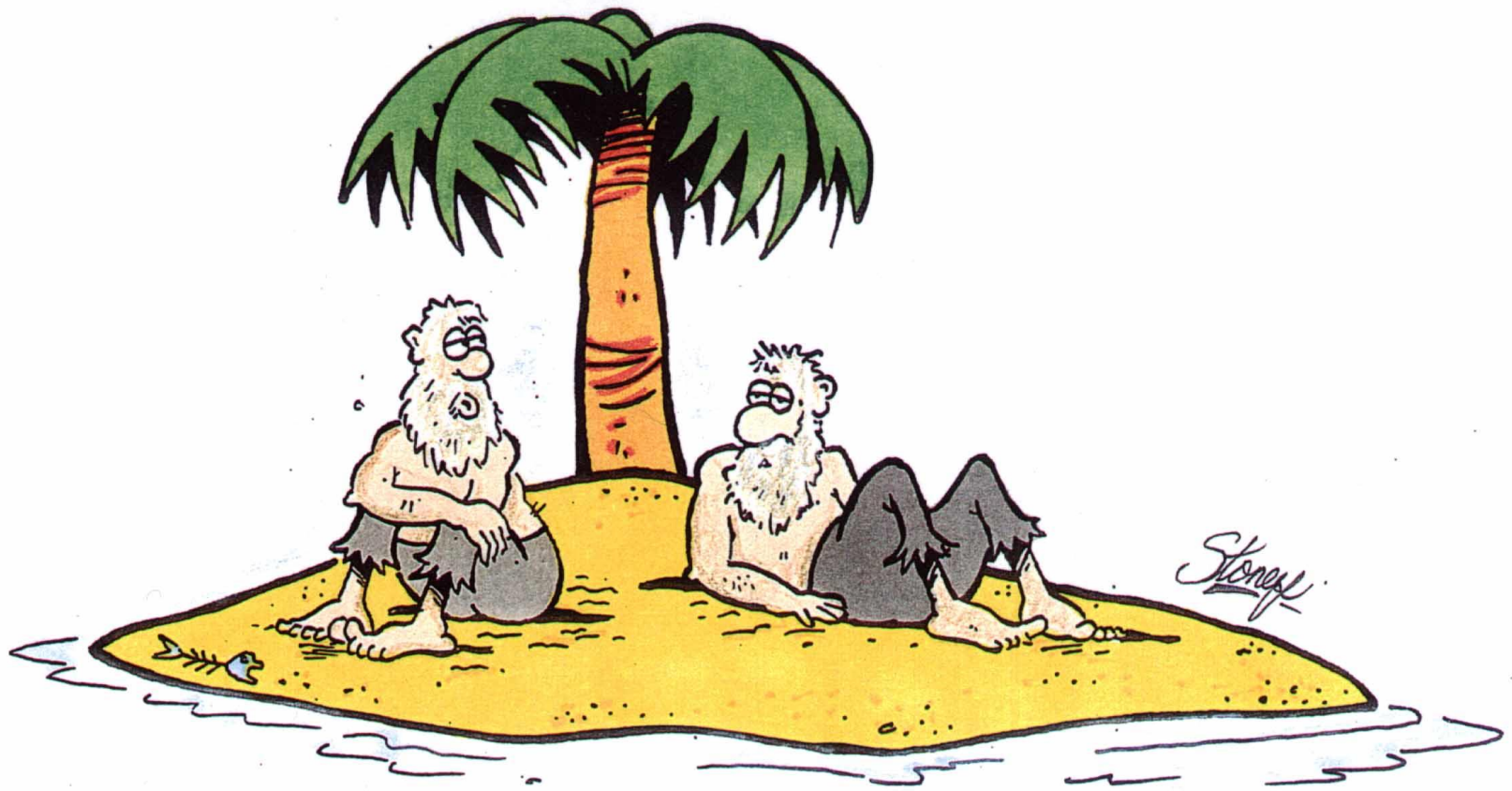


Elements of Active Listening

- **Be attentive**
- **Be nonjudgmental**
- **Paraphrase (but 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:

A relationship between individuals or groups that is characterized by mutual cooperation and responsibility, as for the achievement of a specified goal.

**Communication
Between
Parents and
Professionals
is critical...**



Barriers to Communication

- 1. Negative History**
- 2. Emotional Responses**
- 3. Jargon and Alphabet Soup**
- 4. Fear or Intimidation**

Tips & Strategies:

Parents: Be prepared

- 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 to help out at school

Tips & Strategies:

Set the tone of the meeting

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

Work toward resolving differences of opinion

**Do you ask questions in way
you would like them answered?**

Did my son do well today?



Answer: yes or no

How did my son do today?

Answer: requires explanation of the
how the day went for him

Tips & Strategies:

Close Ended Question

Example: Did my son do well today?

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



Open Ended Question

Example: How did my son do 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.

Tips & Strategies:

Parents, remember that:

- the people you are working with also care for your child
- you have such important information to share
- you can have an impact on collaborative communication

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

“KY-SPIN’s Tuesday Tips” webinars will be every Tuesday at 11:00 am. (EST) They will include latest information and guidance. Topics will vary...

Join us every Thursday for additional webinars on a variety of topics!

For most up-to-date information/resources for individuals with disabilities, their families and professionals during COVID-19, please visit our [webpage](#)

We also will have our [KY-SPIN eNews](#) that goes out on a regular basis to our listserv.



If you still have questions...



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Please complete our evaluation!

**Information modified from Family Network
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