

Communication for Success

Tips for Better Communication

Build Relationships

- Start with connection
- Share your child's strengths
- Introduce yourself
- Get to know the team beyond the paperwork
- Assume good intentions
- Stay connected year round
 - Check in regularly
 - Don't wait until there is a bad situation
 - Regular communication builds trust
- Repair when things get hard
- Use nonconfrontational language
 - I am worried
 - I need more information
 - I want to understand what supports are in place
 - What does that look like for my child

Written Communication

- If it's not in writing, it doesn't exist
- Be clear and specific
- Save everything in one place
- Pause before you send

Effective Listening

- Respectful interaction (Don't interrupt)
- Clarification and reflection (Ask questions and repeat key points)
- Listening for understanding (Listen to understand not just to respond)

Barriers to Communication

- Time constraints
- Language and cultural differences
- Emotional factors
- Unclear processes and technical language

Clear Messaging

- Say what you mean kindly
- Notice how it may be received
- Listen to understand

Using Artificial Intelligence (AI) Pros

- Helps start a draft
- Revise in your own voice
- Translation purposes

Using AI Cons

- Makes mistakes
- Holds on to personal data
- Responses may increase tension depending on answer
- Not in your voice

In Summary

- Build strong, trusting relationships
- Lean on positive connections to work through challenges
- Avoid blame
- Let strong relationships drive better communication
- Stay connected and move forward together during difficult moments

Resources for Better Communication

[Listening Well: The Art of Empathic Understanding](#) by William R. Miller

CADRE's A Parent's Guide to Using AI for Advocacy in Special Education

<https://cadreworks.org/media/6986/>

Special Education Mediation Services (SEMS) Contact info: 833-543-7178 or [milkid1st.ogr/request-services](mailto:milkid1st.ogr@request-services)