



# Step 4 Essential Trainings

*CONNECT: Communication for Collaboration  
and Family-Professional Partnerships*

## Checklist of Practice

Always	Sometimes	Not Yet	Caregiver Strategies: What they look like in practice
			1. Ask families and other professionals about their preferred methods of communication and plan accordingly.
			2. Use posture, eye contact, gestures to show openness, interest, and concern when talking to families and other professionals.
			3. Use different types of questions to identify preferences, strengths, issues, and concerns of families.
			4. Listen to families' perspectives without sharing your own opinion first.
			5. Wait patiently and quietly while families think about responses to questions.
			6. Restate the main message and ask for understanding when families and other professionals share information with you.
			7. Meet with families at times that are convenient for everyone.
			8. Schedule times to exchange ideas and share information with families and other professionals.
			9. Acknowledge gaps in communication and make plans to remedy the problem.
			10. When sharing difficult news, remind families of the family's and child's strengths that will help through the difficult situation.
			11. Use interpreters if necessary to ensure that families have full information about available resources.
			12. Learn and use some words or phrases in a family's preferred language.
			13. Ask families what is important to know about their culture, celebrations, and customs.