

# Communication Families Educators

## NQS 6.1.1 Engagement with the service

### 6.1.2 Parent views are respected

|                 |  |
|-----------------|--|
| Name Educator 1 |  |
| Name Educator 2 |  |
| Name Educator 3 |  |
| Name Educator 4 |  |
| Name Educator 5 |  |

**E = Embedded** I do that **ALL** the time

**K = I know** I need to do that, but I don't do it all the time

**T = Please teach** me how to do it or improve my understanding of why I need to do it.

|  | ED1 | ED2 | ED3 | ED4 | ED5 |
|--|-----|-----|-----|-----|-----|
| Do you always communicate in a positive way with families eg are you open, friendly, respectful, sensitive, empathetic? Do you ask how their day has been? |     |     |     |     |     |
| Do you always use families' names (especially those in your room)?   |     |     |     |     |     |
| Can you confidently talk to families?  |     |     |     |     |     |
| Do you adapt the style of communication to families' needs and abilities eg they don't use acronyms like EYLF or explain what they mean to families?       |     |     |     |     |     |
| Do you match body language to the words eg facing a person while saying "it's so nice to share this information with you"?                                 |     |     |     |     |     |
| Do you understand the importance of non-verbal communication eg smiles, nods, open arms?   |     |     |     |     |     |
| Do you show you're happy talking with families eg never roll your eyes or sigh?  |     |     |     |     |     |
| Do you react in a calm, professional manner when parents are anxious or upset?   |     |     |     |     |     |
| Do you welcome constructive feedback about your practices?   |     |     |     |     |     |
| Do you maintain eye contact when talking with families?  |     |     |     |     |     |
| Do you wait until families have finished talking before responding?  |     |     |     |     |     |
| Do you actively listen eg paraphrase what they've heard to demonstrate interest and ensure understanding?  |     |     |     |     |     |
| Do you thank families for sharing information with them?   |     |     |     |     |     |
| Do you ask families open-ended questions that don't just need a yes or no answer?  |     |     |     |     |     |
| Do you use words that convey your partnership with families eg "we" and "us"?  |     |     |     |     |     |
| Are you always honest when talking with families?  |     |     |     |     |     |



## Actions required