



Communication Families Educators

NQS Element 6.1.1 Engagement with the service

NQS Element 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/group)?					
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 MTOP 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?					
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