

The Why, What and How of Effective Participant Communications

RESOURCE GUIDE

Effective communication helps us to understand a person or situation better and enables us to resolve differences, build trust and respect and create environments where ideas, problem-solving and caring can flourish. Communication skills are the foundation for establishing a positive and productive connection with families.

4 Elements of Effective Communication

1. Listening
2. Nonverbal communication
3. Stress management
4. Emotional awareness

Communication Builders

1. **Check** for understanding and ability
2. **Explore** – deepen understanding and discover unexpected possibilities – use open-ended questions
3. **Encourage and invite** – contribute ideas or experiences – supports taking ownership of learning or decisions
4. **Respect** – “Let me be sure I understand.” - Affirms and validates participants experiences and engage them as active participants. Don’t slip into correcting, directing or expecting.
5. **Celebrate** – recognize progress

4 Steps to a Successful Conversation

1. Inquiry – discovery and curiosity
2. Acknowledgement – show that you you’ve heard and understood
3. Advocacy – clarify and share your perceptions, but don’ minimize the other’s perspective or defend yours
4. Problem-solving – build solutions through brainstorming and continued inquiry

Strategies for Facilitating Adult Learning

- Give chances to reflect, review and personally relate to the material and know how they might apply it.
- Explore participant’s knowledge of or experience with the subject before teaching.
- Invite participant to summarize the most important things they’ve just learned to strengthen mental and emotional connection.
- Offer feedback on what the participant has learned. Offer fun ways to self-test to motivate and empower them to take active control of their learning.
- We learn best by teaching others.



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Rules for Making Observations – RAAVOOM

- R** – Reliability
- A** – Attentiveness
- A** – Accuracy
- V** – Validity
- O** – Objectivity
- O** – Organizing time
- M** – Maintain focus

SOAP – D key elements of the progress note*

- S** – Strengths observed
- O** – Objective account of the interaction
- A** – Assessment of the situation/individual
- P** – Plan
- D** – Data/new information gathered

*Check with your supervisor to see if you are allowed to organize your progress notes as you choose.

Resources

- Chapter 1: Welcome
 - Welcome - [Video](#)
- Chapter 2: Effective Communication Skills Overview
 - Effective Communication Skills Overview – [Handout](#)
 - Deep Listening – [Handout](#)
 - Communication Barriers and Builders - [Video](#) and [Transcript](#)
- Chapter 3: Difficult Conversations
 - Sheila Heen, Triad Consulting - [Video](#) and [Transcript](#)
 - The Three Conversations - [Handout](#)
- Chapter 4: We Have to Talk
 - We Have to Talk: 4 Steps to Successful Outcomes - [Handout](#)
- Chapter 5: Facilitating Adult Learning
 - Six Principles of Adult Learning – [Handout](#)
 - Strategies for Facilitating Adult Learning – [Handout](#)
 - Learning Environment – [Video](#) and [Transcript](#)
 - Session Planning – [Handout](#)
 - Learning Outcomes and Session Structure – [Resource Handout](#)
- Chapter 6: Learning Style
 - Learning Styles - [Handout](#)
- Chapter 7: Introduction to Home Visiting Documentation
 - Assumptions - [Video](#) and [Transcript](#)
 - Rules for Making Good Observations – [Handout](#)
 - SOAP-D - [Handout](#)
 - Tips for Writing Good Progress Notes – [Resource Handout](#)
 - How to Develop Sherlock Holmes-Like Powers of Observation – [Resource Handout](#)