



WEBINAR

Successful Communication within your Childcare Center





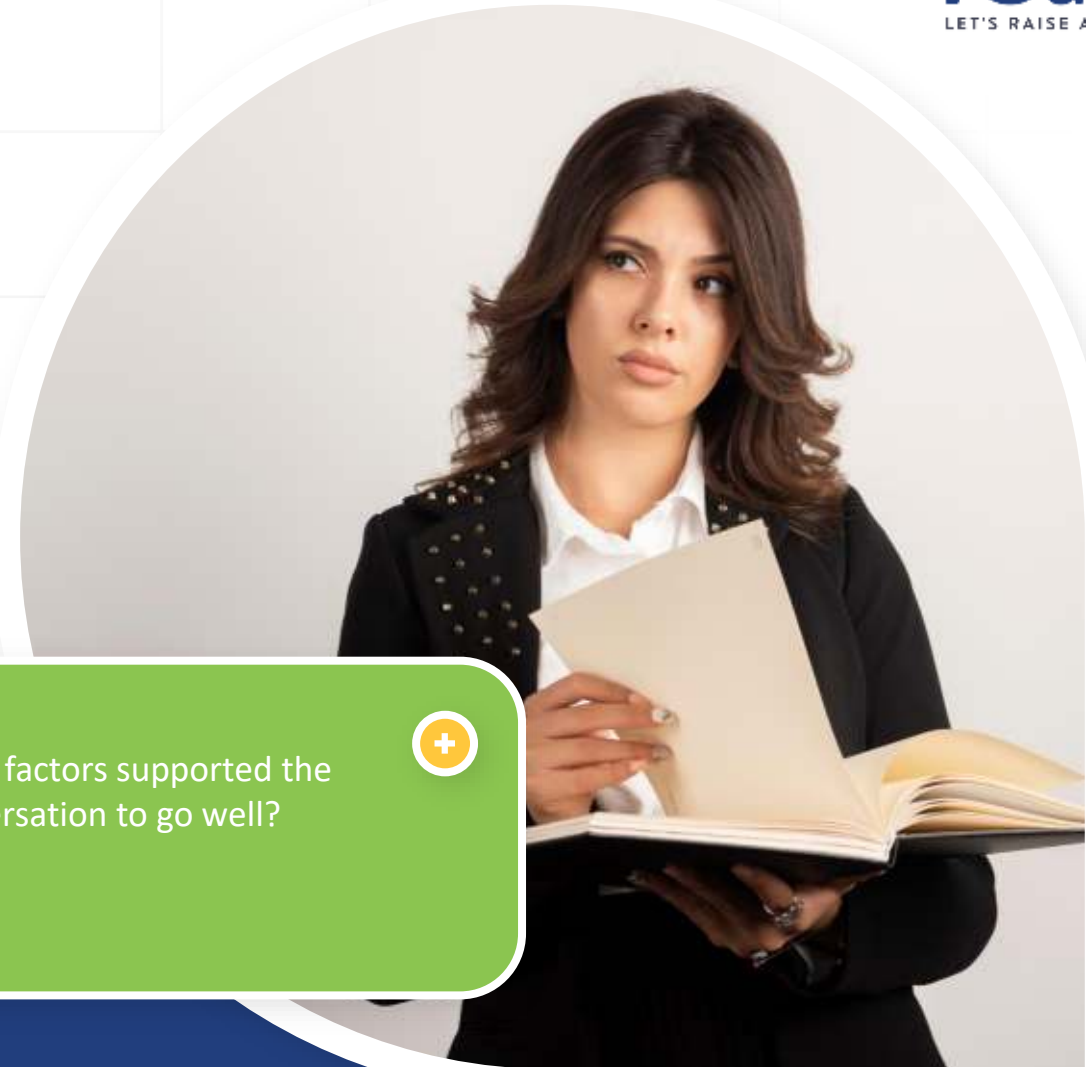
THE PRESENTER

CYNTHIA PARKER



**Where did I park
my car in this
public garage?**

Reflect



Think of a conversation you had with someone this week that went really well.



What factors supported the conversation to go well?



In this Session:

+ Types of communication

+ Styles of Communication

+ Active Listening

+ Communication Tips

Types of Communication



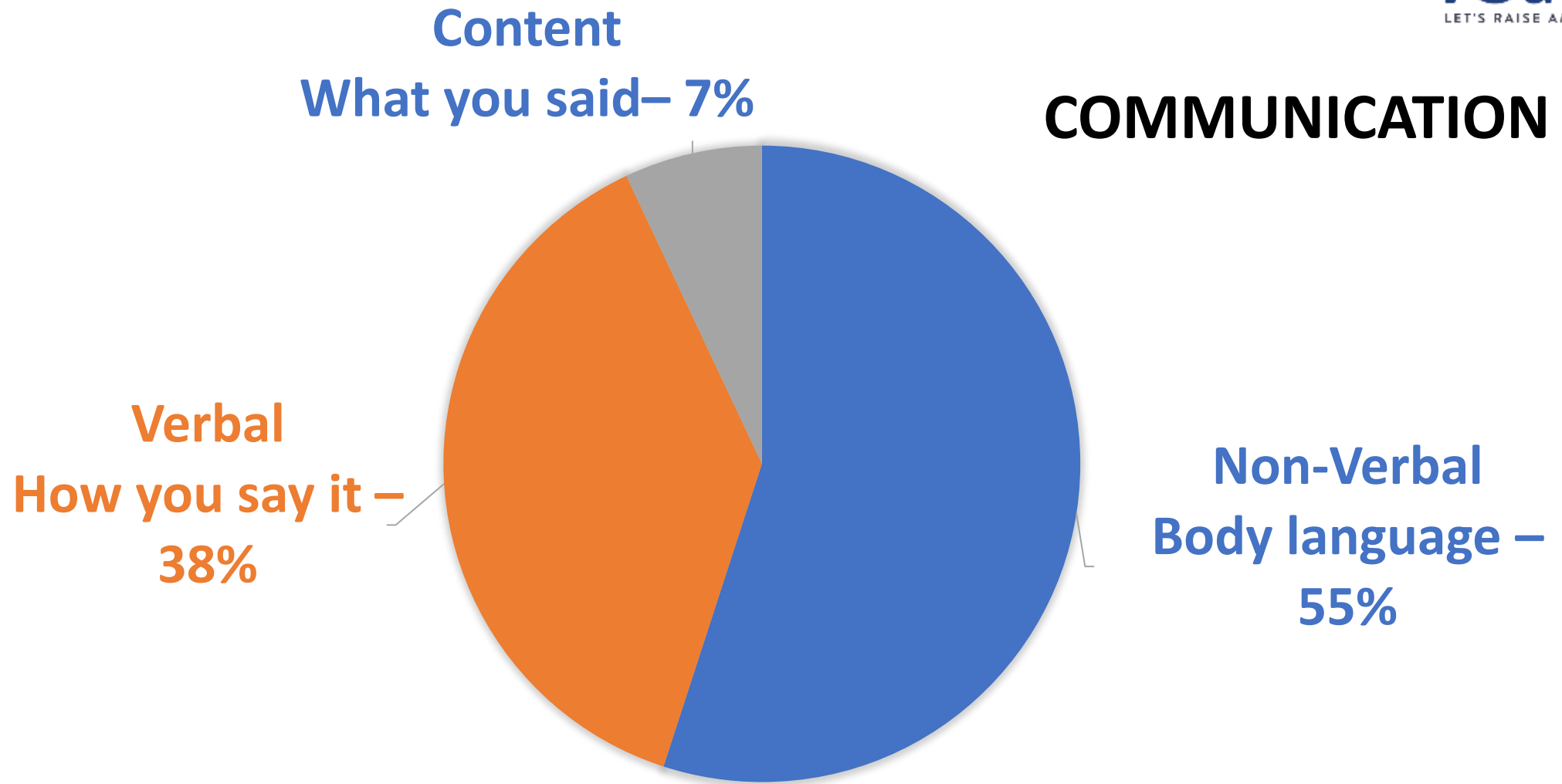
Verbal



Non-Verbal



Visual



Verbal

- Volume
- Pace
- Words



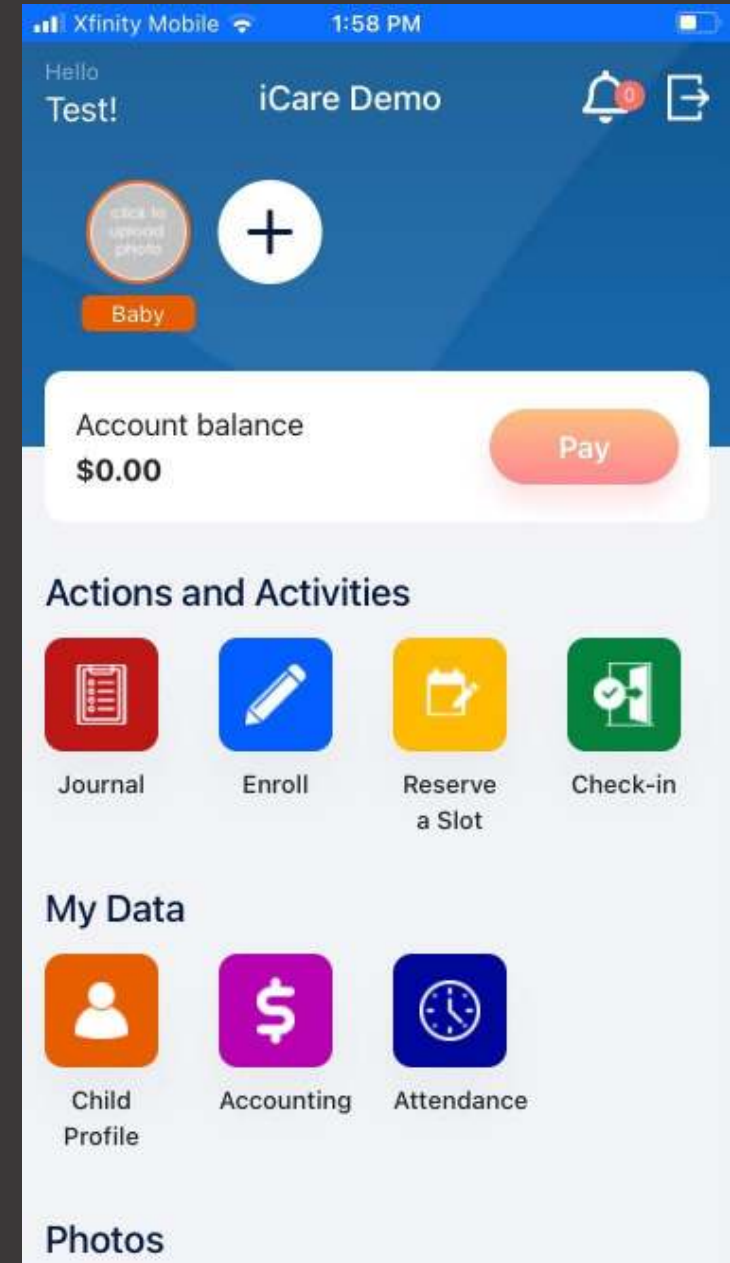
Non-Verbal

- Facial Expressions
- Body Language
- Space

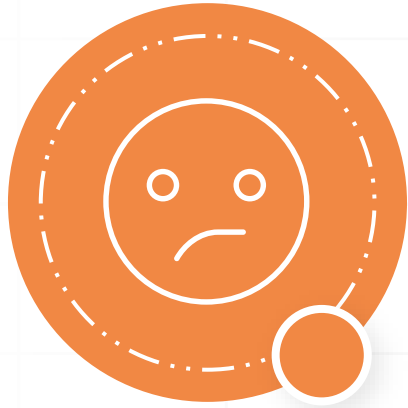


Visual

- Visual Aids
- Charts/Graphs
- Drawings



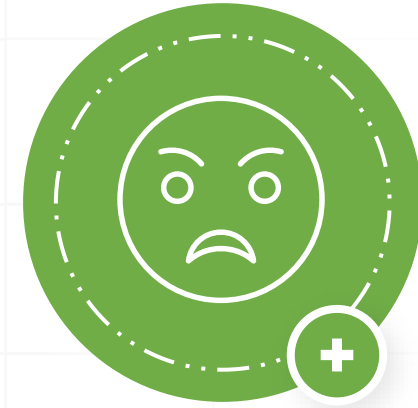
Communication Styles



Passive



Assertive

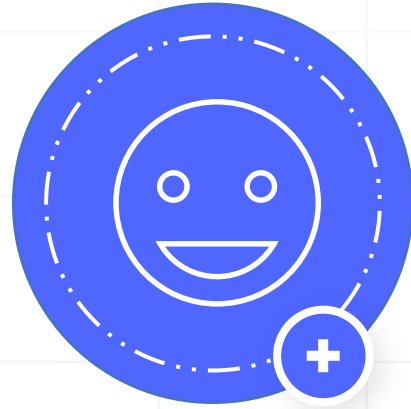


Aggressive



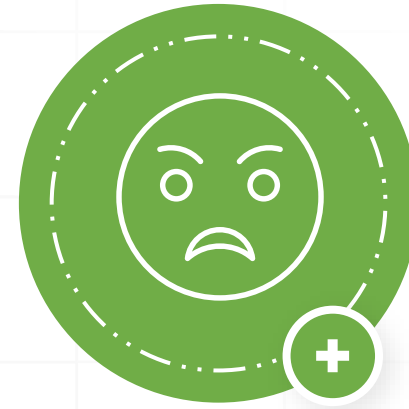
Passive

- Hesitant to speak up
- Agreeable
- Puts others first
- Want to be liked



Assertive

- Is open and honest
- Concise
- Values self and others equally



Aggressive

- Loud
- Controls conversation
- Intimidating

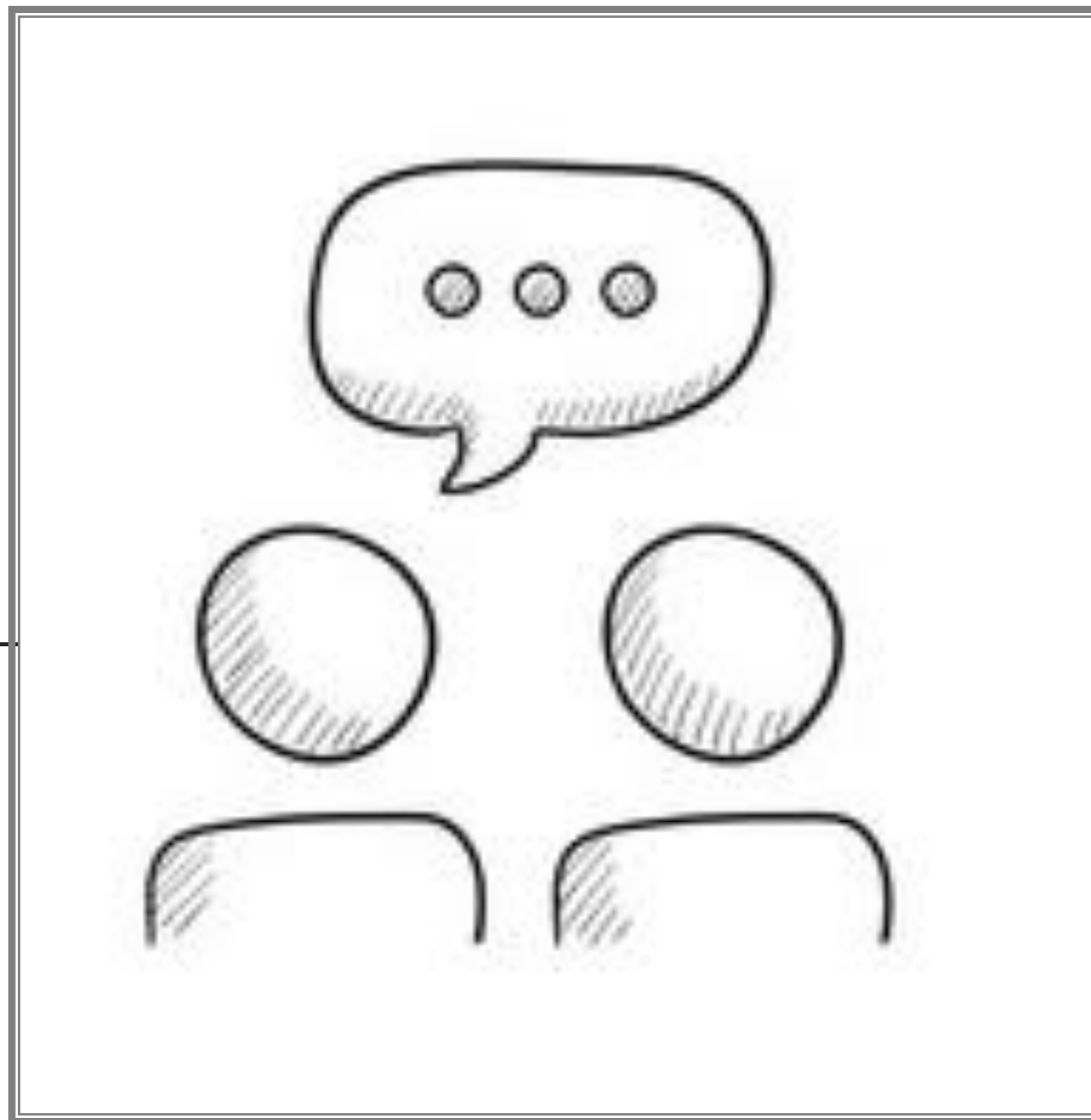
If the Director Isn't Direct, Does the Team Have Direction?

“Childcare directors are different; only 20% use this direct approach. The other 80% have an indirect communication style which is more reserved, nondirective, consensus-building, preferring suggestions to demand and request to ultimatums.”

<https://www.hollyelissabruno.com/wp-content/uploads/2021/04/If-the-Director-Isn-t-Direct-Does-the-Team-Have-Direction.pdf>

Assertive

- I feel (negative emotion) when _____.
- I don't feel positive when _____.
- I've noticed _____.
- It's a problem for me because _____.
- What I am suggesting is _____.
- I expect you/us to _____.
- We are going to (state plan of action).



Active Listening

- Be present
- Ask clarifying questions
- Summarize what you have heard
- Withhold judgement
- Avoid interrupting

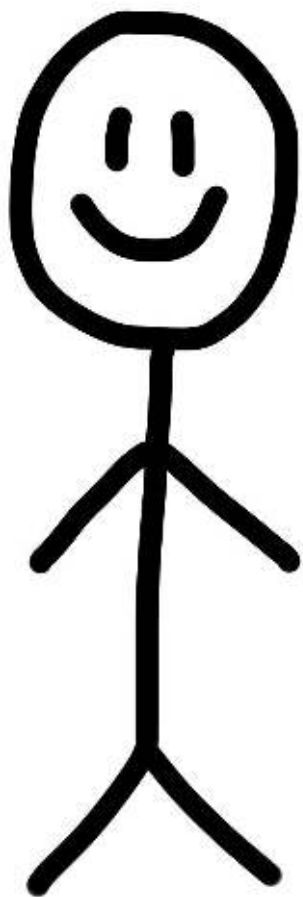


Let's Try....



7 Tips

- Communicate clearly
- Be a good listener
- Consider your style and the other person's style
- Consider other's communication preferences
- Choose a good time
- Build relationships but stay professional
- Be constructive



Self-Reflect

- What is 1 way you can improve your non-verbal communication skills?
- What is your communication style? How does it help or hurt your communication?
- What is 1 way you can become a better active listener?

Communication channels in iCare:

- Individual and batch emails and texting
- Live chat between teachers, parents, and admins
- School calendar
- Lobby questions
- Daily report of children's activities
- Automated notifications/alerts for admins and parents
- Open/click log for emails and texts



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Thank You