



Effective Communication

Approved by board on: 14th August 2023
Scheduled review date: 14th August 2025

Introduction

It is the role of the approved provider, nominated supervisor, educators, families and children to establish effective communication processes. By working collaboratively together all people involved in the Preschool will feel a sense of 'belonging'.

Purpose

To ensure all interactions are made in a positive, respectful manner and each family's values are considered.

Policy

CHILDREN:

The primary contact staff of the Preschool must interact with children for whom the service is being provided in a way that ensures that:

- The children are guided towards positive and responsible behaviour, and
- The children have the opportunity to freely choose activities and problem solve and have access to learning experiences,
- The children are encouraged and supported towards self reliance and the development of positive self esteem.

The primary contact staff of the Preschool must ensure that the dignity and rights of each child for who the service is being provided are maintained at all times and that:

- Child management techniques do not include physical, verbal or emotional punishment, including for example punishment that humiliates, frightens or threatens the child, and
- The child is not isolated for any reason other than illness, accident or a behaviour with encouragement with parental consent, and
- A child is given positive guidance directed towards acceptable behaviour with encouragement freely given, and
- The values of the child's family are respected, and
- The child has such access to the primary contact staff as the child needs to assist the child's learning experience.

PARENTS:

The Preschool aims to have positive relationships between parents and staff. The Preschool staff aim to support parents in the caring of their children. Staff can help parents increase their competence and confidence in themselves and increase their understanding of their children.

Some guidelines to consider are:

- Begin with respect for parents.
- Involve parents wherever possible in making decisions about the child.

Effective Communication

- Talk with parents – ask questions, exchange information, tell parents what you like about their child, appreciate their parenting, shared decision making.
- Accept individual differences in parents and in their relationships with their children. Recognise and value their unique contributions.
- Know the limits of your own competence – refer when you need to.

STAFF:

The Preschool aims to have positive relationships between Educators.

Because Educators work so closely with each other it is important that communication channels are open. Unresolved conflicts and disagreements take up time, increase tensions and are very destructive. Open communication is best during informal talks and prompt discussion of minor irritations or problems is important so a solution may be reached before anything becomes a major problem.

The Director should give clear directions, so staff know what is expected of them. Staff are to raise problems with the Director first, instead of going directly to the Management Committee.

Related Documents

Early Years Learning Framework