

9 Clock Hour Communication Course

This course is designed for childcare professionals as an introduction to the basic concepts of developing strong communication skills when working in the early care and education field. Topics include: verbal, non-verbal, and written communication, reading strategies, interpersonal communication strategies, and objective listening skills, with a focus on communicating with parents, co-workers, and the community and communication issues within a typical childcare day.

Outcomes	Indicators	Assessment Types	Sample Assessment Tasks
<ul style="list-style-type: none"> The childcare professional will develop effective communication skills for the early care and education environment. 	<ul style="list-style-type: none"> Demonstrate an understanding of types of communication: <ul style="list-style-type: none"> -verbal -non-verbal -written Identify communication issues that are common in the early care and education environment. Demonstrate an understanding of the importance of effective communication with parents, co-workers, and community. Demonstrate appropriate/effective responses that relate to a variety of typical childcare scenarios. Demonstrate and understand the importance of maintaining and developing professional and respectful relationships with parents and co-workers. 	<ul style="list-style-type: none"> Extended response Restricted response Oral presentation Simulations 	<ul style="list-style-type: none"> Identify types of communication Create a Code of Conduct Demonstrate an understanding of the roles and responsibilities of co-workers. Demonstrate appropriate responses to common daily child care issues. Identify appropriate and inappropriate communication between parents, co-workers, and the community
<ul style="list-style-type: none"> The childcare professional will identify and demonstrate effective listening skills. 	<ul style="list-style-type: none"> Demonstrate and identify different types of listening (active listening, reflective listening, etc) Demonstrate effective listening techniques Understand how body language and vocal tone are important to effective listening Demonstrate how to paraphrase information Demonstrate an understanding of open-ended and close-ended questions Demonstrate how to ask and develop appropriate questions when communicating with parents, co-workers, and the community 	<ul style="list-style-type: none"> Extended responses Restricted responses Simulations Written questionnaires (interviews, conferences) Oral presentation 	<ul style="list-style-type: none"> Identify and define types of listening Model appropriate body language Demonstrate a variety of listening techniques Create a list of appropriate staff interview and/or parent-teacher conference questions Demonstrate paraphrasing skills following a lecture, video, or role-play activity
<ul style="list-style-type: none"> The childcare professional will demonstrate reading strategies that will increase retention and comprehension. 	<ul style="list-style-type: none"> Demonstrate reading comprehension Demonstrate retention of information from reading materials Demonstrate paraphrasing and interpretation of written documents including: <ul style="list-style-type: none"> -journals -child-care regulations -standard of conduct -job descriptions -resume -notes and memos - assessments -research publications 	<ul style="list-style-type: none"> Extended response Restricted response Oral Presentation Written report 	<ul style="list-style-type: none"> Demonstrate reading comprehension through a written or oral presentation on a journal or research publication. Analysis of program policy and procedures based on current licensing regulations Identify three education journals and/or websites Respond to a letter from a parent or community organization

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<ul style="list-style-type: none"> The childcare professional will develop writing strategies that will assist with the successful composition of documents related to early care and education. 	<ul style="list-style-type: none"> Demonstrate effective writing strategies that will assist with the composition of a variety of documents Demonstrate an understanding of content in lesson plans Identify forms and documents that are required under current licensing regulations Understand how effective writing is imperative in successful and effective communication 	<ul style="list-style-type: none"> Extended response Restricted response Oral Presentation Writing samples: lesson plan, newsletter, memos, conference forms. 	<ul style="list-style-type: none"> Develop a comprehensive lesson plan Create a newsletter for parents or the community Create policies and procedures based on current licensing regulations Update or create a resume Create a professional letter to a community organization Develop a community resource guide Complete a variety of forms including: <ul style="list-style-type: none"> -observation/assessment documentation -report of injury/illness -parent/teacher conference form
<ul style="list-style-type: none"> The child care professional will demonstrate an understanding of and use for a variety of tools used to record and communicate critical child information. 	<ul style="list-style-type: none"> Identify methods of observation and recording Demonstrate organizational strategies Identify the appropriate types of communication to effectively communicate critical child information 	<ul style="list-style-type: none"> Extended response Restricted response Written observation report Parent/teacher conference forms Forms used to communicate daily information: Daily schedule, feeding and diapering schedule, injury or illness report, child abuse and neglect report form 	<ul style="list-style-type: none"> Complete an observation form Develop and/or complete a parent/teacher conference form based on a case study Create a student portfolio