

ACTIVE LISTENING SKILLS FOR CHILDCARE PROVIDERS

STOP- PAY ATTENTION TO THE PARENTS WHEN THEY SHARE INFORMATION ABOUT THEIR CHILDREN WITH YOU.

LOOK- MAKE EYE CONTACT WHEN YOU ADDRESS THE PARENTS. PAY ATTENTION TO NON-VERBAL CLUES (BODY LANGUAGE AND FACIAL EXPRESSIONS)

LISTEN-PAY SPECIAL ATTENTION TO THE PARENTS' TONE OF VOICE AND THE WORDS THEY SPEAK.

RESPOND- ACKNOWLEDGE THAT YOU ARE LISTENING BY SMILING, NODDING AND USING EYE CONTACT TO CONFIRM YOUR ATTENTIVENESS. LET PARENTS KNOW THAT YOU ALSO UNDERSTAND THEM.

ACTIVE LISTENING REQUIRES PROVIDERS TO USE THEIR INTELLECT, FEELINGS, AND THEIR EARS.

**TEN TIPS FOR
INVOLVING CHILDCARE FAMILIES INTO YOUR
CHILDCARE BUSINESS**

- 1. Set time aside for training staff on new technology. A parent could volunteer to train your staff.**
- 2. Provide opportunities for families to improve their technology skills. Offer a brief computer class during an Open House.**
- 3. Make your communication available to all parents. Some families may not have computers. Use traditional forms of communication; newsletters, phone calls or even hand written notes.**
- 4. Send out group emails to remind families of upcoming events such as field trips or parent-teacher conferences.**
- 5. Create a question box for your center. Review the questions weekly from parents and answer them in a newsletter. Share listings of upcoming family events in the community.**
- 6. Create a web page for parents to leave comments or provide feedback to teachers.**
- 7. Prepare a short list of activities that parents can assist their child with. For example, send home a book for reading together.**
- 8. Suggest to parents to bring in pictures of the family to post in the classroom.**
- 9. Teachers can send emails to parents when a child acquires a new skill.**
- 10. Create a classroom Web site.**