

Communication for Teaming and Collaboration Checklist

This checklist includes examples of verbal and written communication skills for building team relationships needed to work together effectively and gather/convey vital information for providing services and supports for children and families.

The checklist indicators can be used by team

members to assess whether quality communication is taking place during all formal and informal team interactions (e.g., during intake, assessment, team meetings, and ongoing intervention interactions) and to develop a plan for any improvements that may be needed.

Practitioner: _____ Date: _____

Please indicate which of the practice characteristics you were able to use during team interactions:	Seldom or Never (0-25%)	Some of the Time (25-50%)	As Often As I Can (50-75%)	Most of the Time (75-100%)	Notes
1. Choose the medium most appropriate for the purpose of the communication (email, text, memo, document, one-to-one, group meeting, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Create a climate that will encourage dialogue, discussion, and creative problem-solving for decision-making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Clearly state the purpose of the communication interaction (e.g., give information, raise awareness, discuss options, reach a decision)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Use clear, concise, jargon-free language appropriate for all team members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Use a tone of voice that is polite, open, and professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Engage in active reflective listening behaviors to ensure that verbal messages are understood by all parties (e.g., focus on speaker, open-ended questions, paraphrasing, clarifying statements)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. Establish how comments or questions can be raised and by whom/how they will be addressed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8. Summarize/reiterate follow-up actions and next steps for all participants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

The DEC Recommended Practices are available at <http://www.dec-spel.org/recommendedpractices>

Access this checklist and other ECTA Center products at <http://www.ectacenter.org/decrcp/>

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