

# Assessment tool: reducing communication loss

CERTAINTY



Using the tool (post-it notes):

1. The aim is to build a realistic picture of parent communication effectiveness.
2. Estimates are fine. This is not a precision exercise.
3. First choose either to conduct this exercise for an individual case, a department or the whole school.

**SPECULATION**

4. Pick a varied selection of recent written, verbal and face to face communications, focusing on any that failed to achieve their objectives.
5. For each one, write in the relevant area of the chart what you know about why it was unsuccessful.
6. It is likely most will start off being speculation, so speculate.

7. Now design a method of gathering evidence to move each case from the foot towards the top.
8. Allow explanations to move laterally, depending on what you discover.
9. Depending on the picture that emerges, you may now design a solution or intervention specifically to address your lack of success.

