



Strategies to Improve Communication

Office of Special Education

Overview

“The importance of communication between school and home cannot be overstated. Research shows that students with engaged families earn higher grades and test scores, adapt more quickly, attend school more regularly, have better behavior and social skills, and go on to graduate at higher rates.” [Edsource.org](https://www.edsource.org/) (2022)

Data and Statistics



On average, a person spends
80 to 90%
of their time daily
communicating with each
other



Only 8%

of verbal communication
is related to content—the
rest pertains to body
language and tone of
voice ([NCBI](https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2728221/))

Communication Tips

1

Communicate directly with the people involved as soon as possible.

2

Listen deeply to demonstrate understanding.

3

Body language matters. Be mindful of what you say and how you deliver your statements.

4

Create a welcoming environment.

5

Treat others with respect.

6

Do not use acronyms in messages or conversation.

7

Get to the bottom of the concern.

8

Write things down and provide follow-up when needed. If follow-up is needed, be sure to respond in a timely manner.

9

Think before you speak.

10

Check your message before you hit send.

11

It is often better to pick up the phone then to send an email.

Resources



Communicating
with your Child's
School (CADRE)



Engaging Parents
in Productive
Partnerships
(CADRE)



Comprehensive
Student Support
Plan (NJDOE)



Facilitated IEP
Program
(NJDOE)

For Districts



Consider adding a Link on the main webpage on “Communicating with your child’s school” that outlines how to best resolve a question or concern.

Example: Who do you go to first?