

TDA31-2.4 Explain how to adapt communication to meet different communication needs of adults.

It is important that we as professionals are sensitive to the needs of other adults, it is possible that we will adapt the way you communicate with other adults without realising that we are doing it. We often as professionals change the way we react to others depending on the way in which they react to us. E.g. If you are talking to a parent who is hearing-impaired you will make sure you are facing them and giving them eye contact so they can lip read.

Often schools will send out or gather information in a particular way:

Need to tell parents about a school trip and need them to return the permission form to school you would send out an e-mail, school website, a letter sent home with the child, text messages or a face to face conversation.

Need to inform parents that a child has bumped his head in the school playground you would phone the parent, send a letter home with the child or a face to face conversation.

Need to inform a parent about their child's inappropriate behaviour at school you would phone home, send a letter home with the child or face to face conversation.

Need to invite parents who have separated to their child's parents evening you would phone the parent, letter home with the child, send a text message.

Need to send a school report to parents, some who don't speak or read English you would email a translated version, send a school report home with a translated version, use of interpreter, face to face conversation.

A child is taken ill at school and you need to get in touch with the parents you would phone the parents to come and collect her.

As a school we want to let the parents know about your successful Ofsted inspection you would send out an email, put it on the school website and send a letter home with the child.