

The **wheel network** has a central leader. There is little or no communication between the 'spokes'. In this structure, leader controls the line of communication and ensures that messages are passed efficiently.

The **Y network** – here information from the leader is shared at the same time through two channels who pass on the information outwards. This structure can spread information faster than the chain.

Effective communication: the successful exchange of information between people or groups, preferably with feedback.

Communication media: the methods used to communicate a message.

Feedback: the receiver of information sends back further information to the sender to indicate that the message has been received and understood.

Channels of communication

• **One-way communication:** information that passes in only one direction in hierarchy, usually top to bottom. Often associated with autocratic leadership.

One-way vs Two-way communication

One-way communication	Two-way communication
• Newsletters • Surveys • Bulletin boards • School handbooks • Progress notes • Report cards	• Surveys • Focus groups • Informal conversations • Progress reports with request for parent response