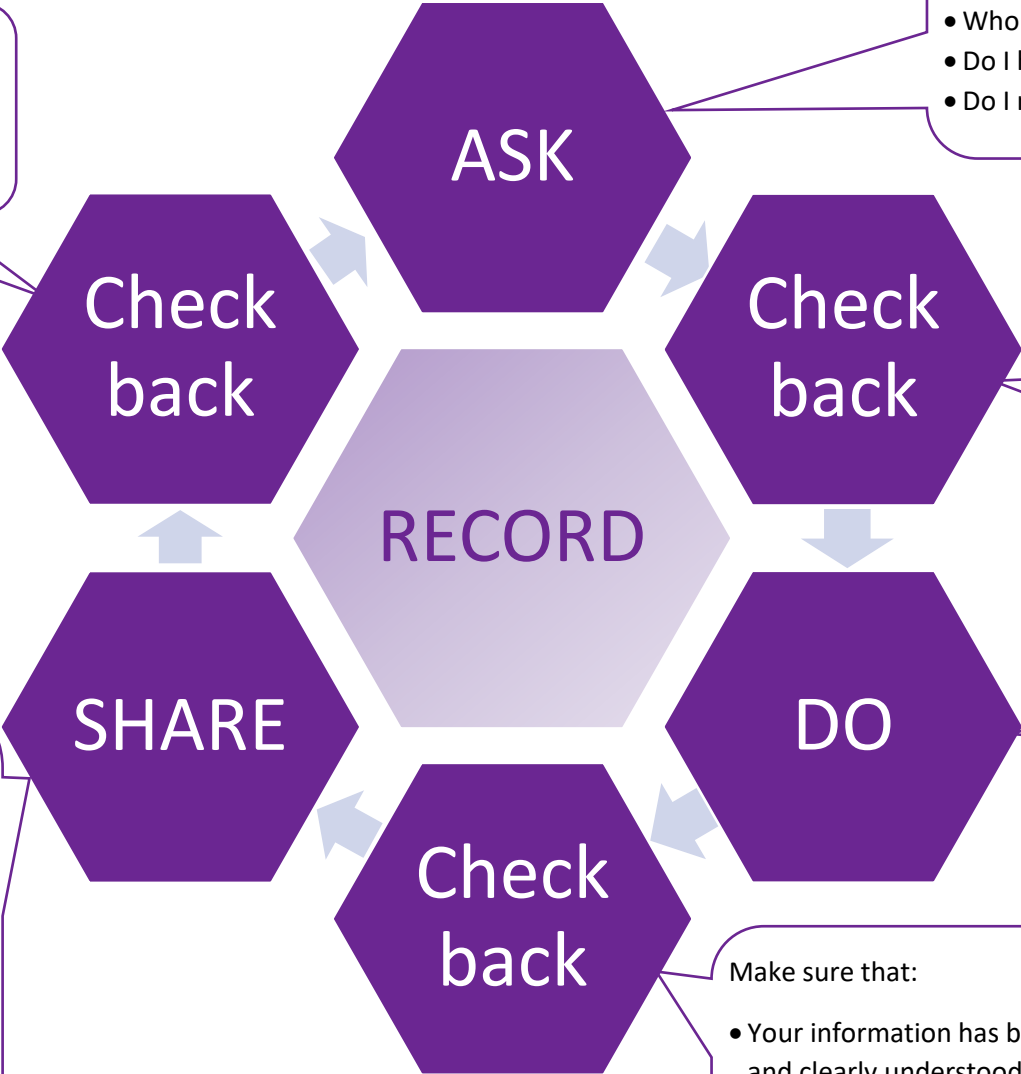


Model for effective communication

Make sure you have:

- Not made assumptions
- Understood what you have been told.

- Who else is working with the child or adult or family member/carer?
- Do they have concerns? Am I more or less worried?
- Who needs to know?
- Do I have or need consent to share information?
- Do I need advice?



Make sure you have:

- Not made assumptions
- Understood what you have been told.

- Agree what action will be taken, by whom and the timescales.
- Consider escalating concerns if you disagree with the decision.

- Decide what you need to share and with whom.
- Have all relevant detail available.
- Be clear and concise using straightforward language and avoiding use of jargon.
- Provide examples where possible to illustrate what you mean.
- Note whether information has been shared with or without consent and the rationale for doing so.

Make sure that:

- Your information has been heard and clearly understood by the recipient.
- You have a shared understanding of the issues/priorities.

