

CHAPTER 3 Professional Skills

Lab 3.2 Use Appropriate Communication Tools



Child Care Skills Project

Directions—Part 1 To successfully communicate with parents and coworkers, you must understand the uses and drawbacks of different forms of communication tools. Evaluate the communication tools listed in the table. In the second column, describe how the communication tool can be used. In the third column, write the drawbacks of the tool. The first row is completed for you as an example.

Communication Tool	Uses	Drawbacks
Web Site	Provides general information, acts as media representation, allows for quick updated contact.	Information is generally not personalized, visitors unable to ask specific questions without further contact, not everyone has access to the Internet.
Brochure		
E-mail		
Phone Call		
Memo		
Private Meeting		
Public Meeting		

Lab 3.2 Use Appropriate Communication Tools (continued)

Directions—Part 2 Imagine you are the director of a child care facility. Read each scenario. Decide which communication tools—Web site, brochure, e-mail, phone call, memo, private meeting, and public meeting—are the most appropriate for each situation. List the tools and write the reasons you believe your choices are the most appropriate in the space provided.

1. You receive an e-mail request from a new parent wanting general information on your facility's programs.

2. A parent wants to discuss her son's progress in reading.

3. Several parents have approached you, wanting to know about a new summer program you are developing for preschool-age children.

4. A child fell during outdoor playtime and bumped her elbow. She received a small scrape on her arm but was fine after a bandage was applied.

5. An employee came to work wearing inappropriate clothing.

6. One of the children in your class would benefit from a referral to a therapist for behavioral problems.
