

## **AUHSD Advisement Regarding Staff Communication Practices**

- **Effective communication within the educational community provides great benefits to district staff, parents, and students.**
- **Staff members should utilize the communication format (phone, email, letters/notes) of greatest comfort, efficiency, and effectiveness. Course information handouts distributed at the start of the school should note the preferred form of communication.**
- **Every staff member should understand the strengths and weaknesses of his/her communication format of choice.**
- **Communication is most effective when it is meaningful and timely.**
- **By thoughtfully composing communication documents, multiple exchanges with a recipient maybe unnecessary.**
- **While timeliness may vary by the urgency to resolve an issue, generally a forty-eight hour response to an inquiry is a reasonable professional practice.**
- **Although some staff members are accustomed to the use of rapid response communication such as instant messaging, it is recommended that communications be well-crafted and not composed haphazardly in order to avoid a questioning of professional standards by the recipient.**
- **Always be aware that not all people accept emails and instant messages as a free-form means of expression in which spelling and grammar are assumed to be of diminished value. For many people, your communication may be the only contact they have with you.**
- **If you are uncertain as to whether an email or letter is appropriate in relation to a specific situation, share the communication with another professional who has not been involved in the issue.**
- **Do not communicate with individuals who have no authorization to receive information about a student or employee. Check with a school administrator when you are uncertain about the appropriateness of a request.**
- **Never send any form of communication when emotionally distraught or angry.**
- **If you do not want your communication shared with another person, clearly state this in your document. Always communicate with the belief that the message may be shared.**