



A PROVIDER'S GUIDE TO EFFECTIVE COMMUNICATION

Tips for communicating with personal representatives, family members, and people receiving services



Justice Center for the Protection of People with Special Needs

Effective communication is important in problem solving, conflict resolution, for positive working and personal relationships, and in reducing the stresses associated with interpersonal interactions.

COMMUNICATION TIPS

Create a positive working relationship

- Encourage questions.
- Paraphrase what you heard to ensure a common understanding.
- Continue to listen even when the urge is to start a debate.
- Listen to learn, not to respond.
- Use short words that communicate clearly and concretely.
- Be open to feedback.
- Validate concerns and feelings.
- Use de-escalation techniques.

ACTIVE LISTENING TIPS

Foster open communication

- Judge content, not delivery.
- Keep your emotions in check.
- Listen for the main idea of the message.
- Utilize helpful note keeping techniques.
- Give your full attention to the person.
- Keep an open mind.
- Remain empathic and understanding.

HELPFUL REMINDER

65% of the message is sent non-verbally.

Become sensitive to non-verbal messages. Look for such things such as body position and movement, gestures, facial expressions, eye contact, silence, use of space and time, etc.



Justice Center for the Protection of People with Special Needs

Need additional information? Looking for advocacy support? Scan the QR code or contact us below

Email us: supportcoordinator@justicecenter.ny.gov
Call us: (800) 624-4143



Scan me

FREQUENTLY ASKED QUESTIONS

Certain questions regularly come up. It is important to focus on building rapport with families, personal representatives, and people receiving services while providing ongoing support to all stakeholders.

How can I get a copy of my case records?

If a family member, personal representative, or person has questions about records access and information related to the case itself, you may want to refer them to Jonathan's Law and guide them through the records request process. Scan the QR code for guidance.



Why is my case being classified this way?

If a family member, personal representative, or person has questions about the classification of an incident, you can share that classification is determined based on information provided and obtained and may change along the way. Classification questions and inquiries about the overall process may be best answered by established guidance and resources. Scan the QR code for guidance.



I don't believe this case is being handled appropriately...

If a family member, personal representative, or person disagrees with the findings of an investigation, it is important to listen and provide support. At times like this, reviewing safeguards and supports may provide added reassurance. You may also wish to offer a scheduled time for a team meeting or follow-up call.

ANSWER, RECORD, FOLLOW UP

Finally, it is important to recognize that you may not have answers to every question, but listening and being supportive is key. Offering to follow up on a question and obtain more information is one way you can support stakeholders and continue to develop rapport.

RESOURCES

**Justice Center Individual and Family
Support Unit: 800-624-4143**

**OPWDD General Information:
866-946-9733**

