

Communication Protocol Worksheet

Introduction

Communication is important for any practice, program or intervention. Intentionally developing and using linked communication protocols for new or existing programs or practices establishes a transparent feedback process and furthers the development of a hospitable policy, funding, and operational environment.

The specific purposes of linked communication protocols are to:

- Intentionally engage stakeholders (e.g., youth, families, or clients)
- Communicate progress and celebrate success throughout the system
- Report systemic barriers that are preventing or hindering implementation that either:
 - Should be resolved by one of the groups
 - Need to be elevated to the group (e.g. leadership) that can best address the barrier
- Report on actions taken related to resolve or address past issues
- Revisit past decisions and agreements periodically to ensure that solutions are still functional

In promoting system alignment, you may be developing a chain of protocols from the practice level to the leadership level or you may be developing protocols between and among partners in a collaborative group. Depending on a number of factors (e.g. how new the relationships are, how cohesive the groups are, how much a common purpose is shared), it may take one or several meetings to work out the first draft of the protocols. After the protocols have been used several times, the process should be evaluated for satisfaction and functionality and then adjusted.

Communication Protocol Worksheet

<p>WHO</p> <ul style="list-style-type: none"> • Who are the partners who need to communicate? • Who is responsible for facilitating communication? • Whose voices need to be heard (e.g. families, direct service staff)? 	
<p>WHY</p> <ul style="list-style-type: none"> • What is the communication goal? 	
<p>WHAT</p> <ul style="list-style-type: none"> • What needs to be communicated (e.g., experiences, updates, successes, challenges)? What relevant data will be shared in communication? • What actions will be expected in response? 	
<p>HOW</p> <ul style="list-style-type: none"> • How often should communication occur? • What method/s of communication will be used? • What communication format will be used? • What response is expected? 	
<p>IMPROVEMENT</p> <ul style="list-style-type: none"> • What communication barriers are anticipated? What processes can be put in place to circumvent these barriers? • How will our group assess whether communication is working? 	