Practice Profile #9
Communicating

"Effectively sending and receiving information within the appropriate cultural context. Methods include verbal, nonverbal, electronic, and written communication."

Whether interacting with a coworker, supervisor, client, or service provider, all communication should be:

1. Clear
2. Thorough
3. Concise
4. Accurate
5. Timely

- Prepare ahead of time when communicating with individuals or groups by preparing talking points and identifying questions
- Refrain from gossiping or complaining to others
- Recognize and appropriately respond to nonverbal communication
- Arrange for deaf and language interpreters when needed

See the Ohio Differential Response Practice Profiles (p. 40-42)