

ID Brief:**Helpful Communication Techniques Between Families and ELP Teachers**

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Problem Analysis

The ELP of the Monterey County Office of Education is currently serving more than 700 students. The importance of communication in a preschool setting is essential to engage with parents and guardians. ELP constantly hires new teachers who may not have the necessary experience to deal with irritated parents. I plan to develop an interactive one-hour module where teachers can identify positive tools to engage with families during challenging situations. During PD days coordinators constantly emphasized the need to properly communicate with families in order to engage and serve our community better with fewer complaints.

In general, communication is the ability to quickly and productively establish contacts, and build collaborative relationships. These characteristics are indispensable amongst teachers and parents regardless of backgrounds, socioeconomic status, and teachers' experience. Communicating with families is the key to success and will create a positive environment for our community. On the other hand, teachers need to be taught in school how to handle difficult situations when it comes to dealing with aggressive parents or guardians. Furthermore, teachers are expected to hold a professional posture when parents are out of control. Most of the time teachers are social and appropriately trained, however, there are situations where teachers expect all the parents to behave and contribute a certain way. (Zuna, 2007). Therefore an interactive training could prevent parents from requesting students to change classrooms due to misunderstanding or unsolved communication issues among parents and teachers. Multimedia e-learning training is the best approach to solve this problem because teachers can access the information from their classroom and revise the material as needed. In addition, teachers are

familiar with technology and possess access to a device since all the teachers received a computer or tablet after being hired by MCOE.

The proposed module will support teachers in avoiding difficult situations and prevent future disagreements that increase stress levels and fracture relationships that make the teacher look unprepared. Preschool teachers spend many hours attending training and preparing materials for students, consequently, their mental health and focus should be on dealing with young minds and making sure that the curriculum is implemented, not on feeling fear from family members who do not know how to interact in a conversation. In the end, the idea is for teachers to engage and benefit from the information and be able to solve unpleasant conversations professionally.

Target Audience

The target audience for this training will be primarily new teachers who currently do not have experience dealing with guardians. However, this training can be useful for other instructors who have direct contact with families like coaches, health specialists, and ELP coordinators. At the same time, site managers can assign experienced teachers to participate in this training to refresh their communication skills regardless of their years of experience. The target audience demographic area is specifically for Monterey County Office of Education ELP employees. The target audience is not passive people, the interactive material will be precise to engage teachers regarding their years of experience. Finally during this training diversity must be taken into consideration.

Learning Objectives

For this project, the primary theories applied will be andragogy and constructivism. Andragogy is the art and science of helping adults learn. By the end of the training, learners will be able to:

Learning Objectives

1. Define and describe fundamental concepts of communication.
2. Identify the benefits of having positive communication between teachers and parents.
3. Discuss basic concepts of ELP teachers' interactions with parents and guardians.
4. Reflect on the negative consequences that arise from poor communication skills within the ELP context, considering both immediate and long-term impacts.

The module: Helpful Communication Techniques Between Families and ELP Teachers will include Discussion forum activities to engage learners in the topic and share their previous knowledge. In addition, the training would allow learners to engage with multiple-choice questions that emphasize the importance of communication and provide immediate feedback to increase comprehension. There will be interactive quizzes to allow teachers the opportunity to exercise expected ethical protocol during working hours and describe negative consequences in their careers in the short and long term. The training will incorporate scenarios that present positive and negative communication styles providing the chance to identify the problem and find positive and acceptable solutions. Also, learners will have opportunities to discuss and review the newly acquired knowledge. Finally, in the end, the quizzes will provide visible scores for learners to visualize their results.

Instructional Strategies

For this project, the primary theories applied will be andragogy and constructivism. Andragogy is the art and science of helping adults learn. In the andragogical model, there are six assumptions: The need to know, learners' self-concept, the role of experience, readiness to learn, orientation to learning, and motivation. (Alabisi, 2023). This training will use the andragogy theory to encourage the audience to reflect on their own personal need to know and get motivated to avoid negative results in their careers for not communicating properly. The constructivism theory states that learners incorporate new information into their previous knowledge, therefore learners will revise the ELP ethics protocol to reflect on the negative consequences of poor communication skills and discuss the parent's manual. For this specific training, I decided to use these theories because teachers are not passive learners and they can adjust any practice when the necessary tools are provided.

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