



## **COMMUNICATION POLICY**

Communication is hugely important in Nursery life, between staff and children, between staff and parents/carers and amongst staff at every level. This includes verbal, non-verbal, written or listening communications.

Verbal Communication is the way people communicate with each other through the spoken word. Some of the key components of verbal communication are sounds, words, speaking and language. However, equally important are tone and volume. At no time should staff use an angry or aggressive tone, and staff should be aware of their surroundings and people who may be close by when raising their voice to be heard for any reason.

It is very important that staff always remember that they should be positive role models. The children in their care are heavily influenced by what they hear from staff. Staff should therefore speak appropriately, regardless of to whom they are speaking, and they must refrain from using language that would be deemed inappropriate or slang. As noted above, staff also need to be aware of tone of voice and volume.

Noise levels can at times be very high in the Nursery and all staff must try to explain to the children that we have different voices for outdoors and indoors.

Non-verbal Communication describes the process of conveying meaning in the form of non-spoken messages. Research shows that most communication is non-verbal, sometimes called body language, and includes facial expressions, eye contact or lack of eye contact, gestures, and posture. Staff should ensure non-verbal communication/body language is always positive and open in nature. Communication is 7% verbal and 93% non-verbal, with gestures, facial expression, and body all important factors in conveying information.

Written communication within Clyde Nursery Ltd, includes Monthly Newsletters, This Week at Nursery notices, Notice Boards, Daily Diaries and E-Learning Journals.

Every effort should be made to ensure that any Written Communication is completely accurate and does not contain spelling errors or incorrect grammar. This is especially important for communication with parents/carers including children's diaries, accident forms, children's learning journals, notes to

parents/carers and for any notices or information on notice boards. Children's diaries must be relevant, accurate and positive but must reflect the true day in the life of the child at nursery, they should also be personalised by the children's Key Person. Any written communication for children's displays must always have the appropriate use of upper- and lower-case letters.

Dyslexia is a common condition which can impact on an individual's ability to spell correctly. If a member of staff has cause to believe they may be dyslexic, all written work is to be spell checked where possible and/or proofread by another member of staff prior to any written communication i.e., notices /posters /diaries/learning journals etc. being read by parents.

Listening is a very important communication tool and there is a clear distinction between hearing and listening. When listening effectively, it is easier to understand what is being said and how the person speaking is thinking and feeling. It is important to be involved in the communication process and not just passively listen to what is being said and not pay attention to the non-verbal communication or body language. Eye contact and asking questions are effective listening tools.

If staff are unsure about what they have heard and are being asked to do, any uncertainty should be clarified immediately by asking further questions before taking any action.

Information and messages being passed on etc must contain accurate information. Any uncertainties on information being given or received should be clarified immediately.

### Use of the Telephone

Clyde Nursery Ltd has a standard format for answering the telephone which all staff are expected to follow.

External calls should be answered: *Good Morning / Good Afternoon, Clyde Nursery, [person's name] speaking.*

Internal calls should be answered: *Hello, [playroom], [person's name] speaking.*

When staff members receive internal or external calls messages must be passed onto the relevant staff members accurately and as soon as possible.

Staff who are within their probationary period and Students should not normally answer external calls unless requested to do so.

A copy of this policy is available to view in the Policy Folders held in the Nursery Office, Reception Area, Nursery Playrooms.

Reviewed: September 2021

Date of Next Review: September 2022