Effective Listening Tips
Positive communication means using effective listening skills. The following are things you should keep in mind to be a good listener.

→ **Concentrate on listening.**
Too often we are busy preparing our response to someone rather than listening to what they’re saying. This can result in missing important information.

→ **Watch your non-verbal communication, or “body language.”**
Often your body language will tell the person that you have stopped listening, even if you haven’t.

→ **Use eye contact, head nods, and lean toward the person with whom you are speaking.**
It will indicate that you are interested in what they are saying.

→ **Do not text or talk on your cell phone while you are in a meeting.**
Please put all electronics on silent or vibrate.

→ **Ask questions for clarification.**
When you don’t understand something, it’s important to ask follow up questions. This will also show people that you are paying attention to what they are saying.

→ **Summarize and restate.**
Repeat what you heard in your own words to make sure you understand what the other person is telling you.

→ **Take notes.**
If you want to remember important information, jot down notes so that you can look at them later. You can always refer to your notes if you have to follow up with another meeting, letter, or phone call.

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Our Mission
AFC promotes access to the best education New York can provide for all students, especially students of color and students from low-income backgrounds. We use uniquely integrated strategies to advance systemic reform, empower families and communities, and advocate for the educational rights of individual students.

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Still have questions?
Please Call The Jill Chaifetz Education Helpline
Monday through Thursday
10AM to 4PM
866-427-6033 (toll free)

Advocates for Children of New York, Inc.
151 West 30th Street, 5th Floor
New York, NY 10001
Phone (212) 947-9779
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info@advocatesforchildren.org
www.advocatesforchildren.org
Listen.  
Not listening can be a barrier to successful communication. Make sure to concentrate and listen carefully. (See “Effective Listening Tips.”)

Put it in writing. 
Create a “paper trail”. If you speak to someone and he/she agrees to something, send him/her a letter to confirm what was said. Always send important letters certified mail and request a return receipt.

Ask questions and ask for help. 
If you do not understand something, ask someone to explain it to you. Make sure to ask specific questions. Use phrases such as “tell me more” and “I think what I heard was…Am I right?” These phrases require the person you are speaking with to provide more complete information. This will help avoid confusion and misunderstandings.

If you need translation, ask. 
You have the right to translation and interpretation services if your native language is not English.

Save everything. 
All of the written correspondence you get concerning your child is very important. It may help you in the future if you have a problem. You should put all written materials (letters from the school, evaluations, etc.) you get in a folder and keep it available. Save envelopes too because the date on the letter may not match the post mark date. In some cases, the Department of Education is under strict time guidelines for fulfilling their responsibilities. An envelope with a post mark can be proof if the DOE did not meet a deadline.

Get people’s names. 
If you are at a meeting, ask people to identify themselves. Take notes and write down names. If you are on the phone, find out who you are speaking to. This will help you hold someone accountable for what he or she tells you.

Remember, everyone has a supervisor. 
If someone is unable to answer your questions, ask to speak to a supervisor. Get the name of the supervisor and continue up the “chain of command” until your questions are answered.

Sign documents only after you have read them completely and understand them fully. 
Make sure you understand everything that you sign. If you can’t read it or understand it, have someone you trust explain it to you.

Seek out professional advice. 
Sometimes you need the help of a professional who can make a big difference in the outcome. Try contacting an attorney or professional advocate.

Get involved. 
Join others who are organizing for the same goals. There is power in numbers. Reach out to other parents and work together as advocates. Parent groups often understand how a “system really works” and how to navigate the system.

Say “thank you” to those who help you. 
Most people are never thanked for what they do. Showing your appreciation to those that have helped you can go a long way.

Be confident. 
You are the best advocate your child has!

For additional resources on specific education-related topics, please visit our website, www.advocatesforchildren.org, or call our Education Helpline at 866-427-6033.