

Little Burrows Montessori Nursery

Communication

Communication is the foundation of relationships and is essential for learning, play and social interaction. Communication is 'everything', being an effective communicator is essential to developing and forming both personal and professional relationships.

Children need to be able to understand and be understood. This policy details forms of communication utilised within the Nursery.

Forms of Communication

- Verbal
- Nonverbal body language, facial expressions/eye contact, gesticulations
- Written - recording
- Listening

Communicating with Children

The way we communicate in terms of our tone of voice, body language, facial expression and attitude impact on what we say and how we it is perceived. Active listening is key to communicating effectively; being in the moment and giving full attention to what is been said contributes to the child's personal, social and emotional development. Staff should physically be on a child's level when communicating, encouraging eye contact whilst supporting conversation skills. For example getting down to welcome a child at drop off time, whilst changing nappy or feeding a young child.

Staff should give children space to describe and explain their activities and feelings. Children should be given time to think considering their level of knowledge and understanding, use of spoken language, both home and English and breadth of vocabulary. Staff should remember some children require significantly longer to translate, think, respond and / or communicate. For example, possibly a child with English an additional language or a less confident child.

Children should have their feelings validated; it's okay to feel sad and miss parents or feel cross there isn't a spare bike to ride. Having affirmation for feelings can support a child to self-regulate, make sense of their feelings and grow emotionally. Children should never have their feelings belittled.

Children should have opportunities to think and answer questions. For example being 'What do you like about nursery' helps the child to think and formulate ideas express himself and engaging in two way communication. Closed questions limit or close down the need to think and express ideas. For example 'Do you like nursery'. Staff should offer opportunities for children to talk to them and be ready to 'listen' to a child who has something to communicate which supports our Safeguarding Policy.

Staff should be approachable, able to listen and welcome child initiated conversation. Staff should narrate or provide parallel talk as a child engages in activities to expose them to meaningful language.

Pre Verbal Communication

Staff must support preverbal communication which is dependent on the age and stage of development. A sensitive practitioner will be able to 'communicate' with children noticing pointing, staring, facial expressions etc. Staff can have a 'conversation' with the child. For example, 'oh you would like a story!' Staff should initiate or support the development of pre verbal conversation skills as a child plays peekaboo or takes turns to pat a drum. Pre verbal / nonverbal communication can be particularly relevant to babies, children with English as an additional language children with additional needs.

Adult Communication

Staff should maintain effective communication channels with parents, stakeholders and nursery visitors. Personal events or moods should not intrude on the professional management of the day. Always consider how you interact with everyone around you. Staff and Parents should communicate with everyone politely and courteously, speak to others as you would like to be spoken to.

We operate an 'open door policy' and staff are welcome to discuss issue with the manager's at any point. Time will always be found to discuss any issues / problems if they arise. Parents are invited into the nursery and encouraged to help settle their child. This is also a great opportunity to chat with staff and create those relationships.

Parents and staff have a responsibility to share information as they arrive and leave the Nursery, with particular reference to any specific information relating to the child, also discussing any key event information and incident / accident which has occurred during the day.

All children are allocated a key worker when starting at the nursery. However, all staff work with and have good relationships with the children and parents so communication can take place between any parent and member of staff. Staff should consider carefully how they speak to parents, describing how their child has been that day, always try and end the conversation with a positive point about the day or child.

Staff should be conscientious, about how, where and when they discuss issues about a child, if necessary take the parent out of the play area to discuss concerns. No child should be witness to any conversations that are not appropriate.

Parents should only contact staff via the official channels. No parents should be contacting staff members to discuss how their child is at nursery through facebook or on their personal mobile phone. All communication should take place either in person at nursery, via the nursery phone or by email.

Social Media

The nursery has a facebook page where we share information and updates. This is an official page that is managed by one member of staff.

We ask that parents refrain from 'befriending' or 'following' a member of staff on social media. We are aware that in some exceptional circumstances parents may have been friends prior to their child starting nursery in which case we understand that this situation will be different. However in this case parents should not contact the staff member regarding nursery outside of the official communication routes.

Nursery Website: www.littleburrows.com

The website provides information to families about the Nursery. There is the opportunity to take a view our prospectus, look at policies and procedures, information around upcoming events etc. We ask that parents refer first to the website as this contains an awful lot of information about the running of the nursery.

Tapestry

Tapestry supports two way communication between parents and the nursery. Parents are encouraged to share observations about their child or perhaps significant events through Tapestry. Parents working together in this way contribute to their child's learning and development supporting practitioners to implement individualised planning.

Further ways in which we will communicate with and involve parents

- Telephone communication
- Face to face conversations
- Emails to the nursery email address
- Annual Parent Questionnaire/Survey
- News Letters
- Parent Social Events (sports day, nativity etc)
- Posters around the entrance