



Office Staff Communication Certification Record

Office Staff Member(s):

Certification Earned:

- Yes (2020-2021 SY)
- Not Today

Date:

Time:

Evaluator:

Delivering Messages	Minimize Disruption		
	Yes	No	Do the office staff have a protocol for delivering information to classrooms that allows minimal disruption to teaching and learning that has been communicated to the teaching staff? <i>(i.e. going to the classroom instead of using the intercom or the telephone)</i>
	Yes	No	*Do the office staff use the protocol for delivering information to classrooms that allows minimal disruption to teaching and learning most of the time? <i>(i.e. going to the classroom instead of using the intercom or the telephone)</i> *observation or survey
	Yes	No	Was the message and/or information delivered visually?
	Yes	No	Did they stop at the door and scan the room before either waiting for the teacher or entering the room?
	Yes	No	IF they entered the room to pass the note, did they use a slow walking speed?
	Yes	No	IF they entered the room to pass the note and the teacher looked at the note, did they pause briefly to check for understanding allow the teacher to ask clarifying questions?
	Yes	No	IF they had a conversation with the teacher, did they use a private voice?

In-person Communication	Communicate Clearly		
	Yes	No	Did they greet “customers” (students, families, colleagues) with eye contact and an approachable voice?
	Yes	No	IF they were in a conversation when “customers” (students, families, colleagues) arrived, did they either pause their conversation or indicate with a smile and non-verbal signal that they would be with the customer momentarily?
	Yes	No	Did they go visual with key information?
	Yes	No	Did they look where they wanted the “customer” to look?
	Yes	No	Did they pause before and after key information?
	Yes	No	Did they pause before and after questions were posed?
	Yes	No	Did they use an approachable voice when asking questions?

Office

Phone Communication	Communicate Clearly	
	Yes	No
	Did they answer the phone with a welcome and an approachable voice?	
	Yes	No
	Did they pause between the welcome, the name of the school, their name (if given) and the invitation for help?	
Yes	No	
Did they maintain low breathing or recover with a break and breathe if breathing increased?		
Yes	No	
Did they pause before and after key information?		

Supporting Independence and success	Set up others for Success (Visual directions- minimum of 5 examples)	
	Office Equipment or Task: _____	
	Yes	No
	Were the directions visually displayed?	
	Yes	No
Did the directions include the following information?		
___ What it is (a Label)		
___ How to do it (All necessary numbered steps, key information, etc)		
___ Pictures/icons/graphics		
Office Equipment or Task: _____		
Yes	No	
Were the directions visually displayed?		
Yes	No	
Did the directions include the following information?		
___ What it is (a Label)		
___ How to do it (All necessary numbered steps, key information, etc)		
___ Pictures/icons/graphics		
Office Equipment or Task: _____		
Yes	No	
Were the directions visually displayed?		
Yes	No	
Did the directions include the following information?		
___ What it is (a Label)		
___ How to do it (All necessary numbered steps, key information, etc)		
___ Pictures/icons/graphics		
Office Equipment or Task: _____		
Yes	No	
Were the directions visually displayed?		
Yes	No	
Did the directions include the following information?		
___ What it is (a Label)		
___ How to do it (All necessary numbered steps, key information, etc)		
___ Pictures/icons/graphics		