



COMMUNICATE EFFECTIVELY



DEVELOP AN UNDERSTANDING OF WHO KNOWS WHAT

Human service work can be high-risk, interdependent, and fast-paced. Professionals need to work seamlessly to make safe decisions, and vital decision-makers may not even have previously met one another (Edmondson, 2019). Safe, engaged teaming requires teammates to know one another's unique skills. Communicating effectively with the person with the right expertise helps ensure vital information gets handed off effectively and efficiently.

Briefs

SBAR

IPASS

**Situational
Awareness with STEP**

**4 C's of
Communication**



BRIEFS



As the name suggests, a brief is a discussion between two or more teammates to succinctly process case-specific information. A brief can be requested by any team member anytime. Case members such as youth and parents may also request briefs.

Key Concepts

A briefing can be used to :



- Map out the current plan for the child or family.



- Identify each teammate's responsibilities.



- Assess if the current plan should be revised, and if so, how.



- Describe safety concerns and work on safeguarding.

Briefs often use STEP or SBAR as tactics for structuring the conversation.



Implementation Example

For example, before walking into a family's home, a caseworker and law enforcement officer quickly brief one another on the current concern, family history, and next steps.

They develop quick contingency plans should safety become an issue, and they succinctly remind one another of standard safety procedures.

Links to Related Strategies

4 C's of Communication

STEP

SBAR

I PASS

SBAR



A useful acronym for succinct communication. SBAR can be used to describe a family to a supervisor, assisting agency, and other professionals who are responsible for care and decision-making.

Key Concepts

S

- Give an overview of the **SITUATION**.

B

- Share **BACKGROUND** information.

A

- Provide your **ASSESSMENT**.

R

- Offer **RECOMMENDATIONS**.



Implementation Example

For example, a caseworker may use SBAR to present information to a department attorney who is considering if a petition will be filed in court.

Using SBAR streamlines dialogue and creates an environment where decision-makers are best equipped to communicate directly, rather than communicating indirectly through supervisors.

Links to Related Strategies

Briefs

STEP

I PASS

4C's of Communication

"I PASS"



A communication tactic to ensure the safe transfer of responsibilities between team members is "I PASS". It is an acronym that helps structure the exchange of information during handoffs (e.g., transferring a case from one professional and/or team to another).

Key Concepts



INTRODUCTION

- introduce yourself and your role/job



PERSON

- provide the child and/or family's name and important identifiers (e.g., age location)



ASSESSMENT

- list presenting concerns and current assessment of those concerns



SITUATION

- identify the current situation (e.g., housing, employment, family supports, childcare) and care plan



SAFETY CONCERNS

- process current or recent safety concerns



Implementation Examples

Examples where I PASS can be used:

- A caseworker uses I PASS to communicate critical information to a colleague who will be temporarily assigned her cases while she is on leave.
- When a case is transferred from one professional to another
- When communicating with newly assigned service providers
- When taking a child to a new caregiver

Links to Related Strategies

[Briefs](#)[Situational Awareness with STEP](#)[SBAR](#)[4cs of Communication](#)

STEP



STEP is an acronym to quickly communicate a current situation with a child or family. This communication strategy helps keep communication concise, concrete and effective.

Key Concepts

S

- Provide an overview of the SITUATION.

T

- Give an account of TEAM MEMBERS roles.

E

- Describe the ENVIRONMENT.

P

- Report on PROGRESS.



Implementation Example

A social worker describes a current situation with a client using STEP.

- SITUATION
 - Neveah appears content and safe in Visitation Room A with her mother, but Neveah was crying and threw a small children's chair in the moments before her mother arrived.
- TEAM MEMBERS
 - Amy and I are monitoring the visit together
- ENVIRONMENT
 - Currently, Neveah is playing a card game with her mom.
- PROGRESS
 - Their visit has approximately 45 minutes left.

Links to Related Strategies

Briefs

SBAR

I PASS

4C's of Communication



4 C'S of COMMUNICATION



Communicating concisely and to the person with the right expertise helps ensure vital information gets handed off to the right person, the right way, at the right time, and in a manner supporting the recipient's memory retention. The 4 C's of communication are underpin all of the strategies related to the habit of communicating effectively.

Key Concepts

Clear

- Avoid jargon.
- Be professional.

Concise

- Shorter is better.
- Brief information is easier to retain and use.

Comprehensive

- The balance to being concise.
- Keep it short, but include all crucial content.

Congruent

- Words match body language and expression.
- Much of communication is done non-verbally.
- Pay attention to your body language and non-verbal cues.



4 C's in Practice

- Do I feel connected to the people I am trying to communicate with?
- Do we have a shared understanding of the 4 C's?
- Did I check for understanding across team members?
- When information is being shared, am I open to new information?
- Do I have commitment from the team to follow through on the information shared?

Links to Related Strategies

Briefs

Situational Awareness with STEP

SBAR

I PASS

