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## Successful Communication

### *Open vs. Closed Responses*

#### Closed Response

PARENT: I'm concerned about John's progress in reading.

TEACHER: If John would work harder, he would not have a problem.

#### Open Response

PARENT: I'm concerned about John's progress in reading.

TEACHER: You're worried that John is not progressing in reading?

#### *Words to avoid*

Shy

Below average

Uncooperative

Mean

#### *More positive words*

Reserved

Working at his/her own level

Can work on improving listening skills

Can work on getting along with friends

Use words within a context of cooperation.

#### *Avoid*

Your daughter has a problem.

#### *Say Instead*

I need your suggestions for working with \_\_\_\_.

What do you think might help?