



Resource 3

A Model for One-Way and Two-Way Communication

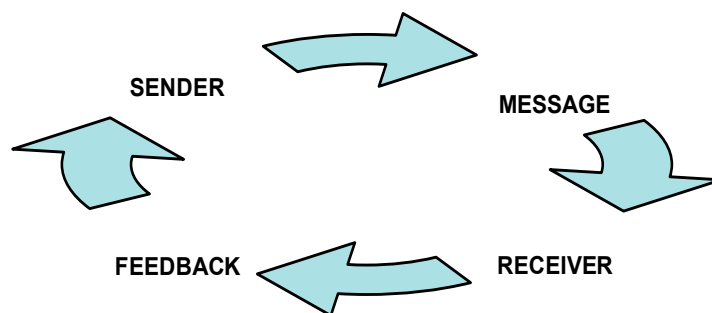
Use this model to reflect on your communication style with families.

Communication can travel in two directions:

- One-way communication is *linear* and limited because it occurs in a straight line from sender to receiver and serves to *inform, persuade or command*.



- Two-way communication always includes *feedback* from the receiver to the sender and lets the sender know the message has been received accurately.



In two-way communication, communication is negotiated. Both sender and receiver listen to each other, gather information and are willing to make changes to work together in harmony. Their intent is to negotiate a mutually satisfactory situation.

How can I assure that I use both one-way and two-way communication with families?

One-way communication strategies I have used:	Two-way communication strategies I have used:
One-way communication strategies I plan to use:	Two-way communication strategies I plan to use: