

Tips for Communicating With a Student

- Advise the student as to how you prefer to be communicated with (email, in person, phone call)
- If you have a time limit for the meeting or discussion, tell the student ahead of time
- Actively listen for what the student is asking you to do and a context for the reasons (ask why) behind the request by giving them your whole attention
- Observe the student's tone of voice and body language (eye contact, gestures and facial expressions)
- Observe your tone of voice and body language (remain calm, patient, mindful and respectful)
- Validate the student's experience (you don't have to necessarily agree with it)
- Ask open ended questions, clarify, share viewpoints and perceptions, be open to new ideas / information
- Identify and build on areas of agreement
- Examine all options and brainstorm possible solutions
- Let the student know when to expect a decision (give yourself time to reflect and consult with others if necessary)
- Go over your rationale for the decision and any follow-up, actions or timelines
- Validate again
- Email a brief summary of the outcome with planned follow-up and ask that the student get back to you if there is any questions
- Should the student want to take their concern further, provide contact and protocol information

For more information, contact:

Kim Morgan, Ombudsperson

Room A212 Shuniah Building

Phone: 475-6209 Toll Free: 800 465-5493 ex 6209

Email: ombuds@confederationnc.on.ca

www.confederationnc.on.ca/ombuds

Monday to Wednesday, 10:30 am to 4 pm

Thursday 10:30 am to 12:00 pm