

TILES PARTNERS

Florida Department of Education/Bureau of
Exceptional Education & Student Services
(850) 245-0505 • www.fldoe.org

Florida Department of Education/
Division of Vocational Rehabilitation
(800) 451-4327 • www.rehabworks.org

The Transition Center
(352) 392-0107 • www.thetransitioncenter.org

Disabilities Relations Group (DRG)
(727) 523-1000 • www.drnglobal.com

Redlands Christian Migrant Association (RCMA)
(941) 658-3560 • www.rcma.org

WorkNet Pinellas
(727) 507-4300 • www.worknetpinellas.org

The ABLE TRUST
(888) 838-ABLE (2253) • www.abletrust.org

Professional Development Partnership
(727) 873-4853 • www.stpt.usf.edu

Caring and Sharing Center
for Independent Living (CASCIL)
(727) 577-0065 • www.cascil.org

Advocacy Center for Persons
with Disabilities, Inc.
(813) 233-2920 • www.advocacycenter.org

Florida Independent Living Council, Inc. (FILC)
(877) 822-1993 • www.flailc.org

Florida Alliance for Assistive Services
and Technology (FAAST)
(850) 487-3278 • www.faaast.org

VSA Arts of Florida
(813) 975-6972 • www.vsafl.org

Florida Coalition for the Education of Individuals
with Developmental Disabilities
(561) 912-1231

disAbility Solutions for Independent Living, Inc.
(386) 671-1960

Collier County Office
of Exceptional Student Services
(239) 377-0130

<http://www.collier.k12.fl.us/Candl/ese/index/asp>



2735 Whitney Road
Clearwater, FL 33760

TIP SHEET

COLLABORATIVE COMMUNICATION TECHNIQUES



TRANSITION, INDEPENDENT LIVING, EMPLOYMENT & SUPPORT



A Project of
**Family Network
on Disabilities of Florida, Inc.**

2735 Whitney Road • Clearwater, FL 33760
(800) 825-5736 • (727) 523-1130 • Fax (727) 523-8687
Email: tiles@fndfl.org • www.fndfl.org

Collaborative Communication in the context of disabilities is a concept that relates to the ability for individuals, families, educators, and other professionals to comfortably share, hear, and understand the vital information that each possesses. Collaborative Communication encourages all involved parties to express honest feelings while allowing both discussion and disagreement.

Share Your Unique Knowledge

Individuals and families have vital information to share that no one else will ever know unless you share it.

Create a “Positive Personal Profile”

Completing a Positive Personal Profile may provide others with a better understanding of who you are, what your abilities are, and what your interests are. *(See Additional Resources for further information.)*

Be Aware of Your Non-Verbal Communication

Your posture, facial expressions, and gestures can send very loud messages. Try and maintain a positive posture, make eye contact, smile, and remain calm.

Become an Active Listener

Sometimes we are so busy preparing to respond that we may not be fully listening. Try some of the following techniques:

- Restate back what you thought you heard to confirm your understanding
- Be attentive
- Try to be impartial by not jumping to conclusions
- At the conclusion of a discussion, summarize to confirm that all parties are on the “same page.” Continue discussion if necessary to clear up any confusion.

Communicate in Writing

At the conclusion of a meeting, follow up with a written summary of what was discussed and any actions to be taken by each party.

Use Strategies that Promote Respectful Collaborative Communication

Avoid assumptions and jargon; share complete, honest, and unbiased information, and respect cultural differences.

Learn the Rules and Procedures

The more you understand how things work, the better prepared you will be to work for the best solution.



Additional Resources

(Referenced resources are available in alternate formats upon request)

Positive Student Profile

The FND/TILES website includes additional information about creating a Positive Student Profile, with specific instructions and sample.

Website: <http://www.fndfl.org>

Sample: <http://www.fndfl.org/tiles/psp.htm>

National Dissemination Center for Children with Disabilities (NICHCY)

P.O. Box 1492 • Washington, DC 20013,

Phone: 800-695-0285 v/tty

Email: nichcy@aed.org

Website: www.nichcy.org

Free helpful information including the downloadable resource listed below.

Communicating with Your Child's School Through Letter Writing (PA9)

<http://www.nichcy.org/pubs/parent/pa9.pdf>