

Handout 8

Communication Protocols



Communication is important for any program or innovation. Intentionally developing and using linking communication protocols for new or existing programs and innovations establishes a transparent feedback process and furthers the development of a hospitable policy, funding, and operational environment.

The specific purposes of linking communication protocols are to:

- Communicate progress and celebrate success throughout the system
- Report systemic barriers that are preventing or hindering implementation and
 - Should be resolved by one of the groups
 - Need to be moved 'up the line' to the group that can best address the barrier
- Report on actions taken related to resolve or address past issues
- Revisit past decisions and agreements periodically to ensure that solutions are still functional

In promoting system alignment, you may be developing a 'chain' of protocols from the practice level to the state level or you may be developing protocols between and among partners in a collaborative group. Depending on a number of factors (e.g. how new the relationships are, how cohesive the groups are, how much a common purpose is shared), it may take one or several meetings to work out the first draft of the protocols. After the protocols have been tried out a couple of times, the process should be evaluated for satisfaction and functionality and then adjusted.

Communication Protocol Worksheet



Linked Teams: XXXX State Implementation Team & XXXX Regional Implementation Team

	FROM SIT to RIT	TO SIT from RIT
Rationale	Partner in building the transformation zones, which will build implementation capacity across all levels of the system	
Information to communicate (e.g., updates, successes, challenges/barriers)	<ul style="list-style-type: none"> ● Provide updates, plans, resources and actions Identify and report solutions to challenges and barriers (policy, procedures, funding) ● Share questions that we need answered to move forward ● Provide analyzed feedback from DOE on successes and challenges for improvement cycle purposes ● Prompts and planning for areas of work internal to the REA and with districts ● Schedule meetings and professional learnings ● Send upcoming meeting agendas ● Conduct pre-post meetings and debriefs 	<ul style="list-style-type: none"> ● Provide updates, plans, resources and actions Identify and report solutions to challenges and barriers (policy, procedures, funding) ● Share questions that we need answered to move forward ● Provide analyzed feedback from team on successes and challenges for improvement cycle purposes ● Schedule meetings and professional learnings Send upcoming meeting agendas with districts Conduct pre-post meetings and debriefs
Responsible Individual(s)	State Transformation Specialists: XXXXX & XXXXX SISEP Liasion (ccd): XXXXX	RIT Coordinator: XXXXXX Executive Leader (ccd): XXXXXXX
Schedule, Time Allotted	At least 2x monthly for pre and post planning-debrief 15 minutes on monthly SIT agenda for progress and barriers	At least 2x monthly for pre and post meeting debriefs 15 minutes on RIT meeting agendas (2x a month) for progress and barriers

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Format	<ul style="list-style-type: none"> ● In person at meetings ● Send email ● Phone, followed with email summary of conversation points ● Send Outlook calendar invitations for scheduling Store meeting resources on AI HUB 	<ul style="list-style-type: none"> ● In person at meetings ● Send email ● Send Outlook calendar invitations for scheduling Store meeting resources on AI HUB
Response Timeline	<ul style="list-style-type: none"> ● Respond within 72 hours for scheduling (work days) ● Respond within 48 hours barrier to acknowledge receipt and allow a longer time frame for feedback or problem solving (target time frame will be specified) 	<ul style="list-style-type: none"> ● Respond within 72 hours for scheduling (work days) ● Respond within 48 hours barrier to acknowledge receipt and allow a longer time frame for feedback or problem solving (target time frame will be specified)
Response Format	<ul style="list-style-type: none"> ● Send email (preferred); “Reply” only for scheduling issues; ● Send email “Reply all” for group discussion/consensus ● Include in response how challenges are being responded to and status of action ● Send text when timelines are tight ● Phone (least preferred option) 	<ul style="list-style-type: none"> ● Send email (preferred); “Reply” only for scheduling issues; ● Send email “Reply all” for group discussion/consensus ● Include in response how challenges are being responded to and status of action ● Phone when timelines are tight

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