

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

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|                          |  |  |
|--------------------------|--|--|
| <b>Format</b>            | <ul style="list-style-type: none"> <li>● In person at meetings</li> <li>● Send email</li> <li>● Phone, followed with email summary of conversation points</li> <li>● Send Outlook calendar invitations for scheduling Store meeting resources on AI HUB</li> </ul>   | <ul style="list-style-type: none"> <li>● In person at meetings</li> <li>● Send email</li> <li>● Send Outlook calendar invitations for scheduling Store meeting resources on AI HUB</li> </ul>  |
| <b>Response Timeline</b> | <ul style="list-style-type: none"> <li>● Respond within 72 hours for scheduling (work days)</li> <li>● 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)</li> </ul>   | <ul style="list-style-type: none"> <li>● Respond within 72 hours for scheduling (work days)</li> <li>● 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)</li> </ul>   |
| <b>Response Format</b>   | <ul style="list-style-type: none"> <li>● Send email (preferred); “Reply” only for scheduling issues;</li> <li>● Send email “Reply all” for group discussion/consensus</li> <li>● Include in response how challenges are being responded to and status of action</li> <li>● Send text when timelines are tight</li> <li>● Phone (least preferred option)</li> </ul> | <ul style="list-style-type: none"> <li>● Send email (preferred); “Reply” only for scheduling issues;</li> <li>● Send email “Reply all” for group discussion/consensus</li> <li>● Include in response how challenges are being responded to and status of action</li> <li>● Phone when timelines are tight</li> </ul> |

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