

## Handout 14: Communication Environment

**Instructions:** Select an area (physical space) in the Head Start program. Under “Message Senders,” list any objects and/or people in that area that send messages to parents. Approach one or more parents who are in that area and ask them if they would be willing to answer a few questions for a training exercise that you are doing. Then ask them the questions below. After the conversation, record notes on what they said in the space under “Parent Reactions.”

- When you are here (in this area), what do you notice first?
- What “messages” does this area send you?
- How would you describe the atmosphere here?
- Is this an area that you want to spend much time in?

### EXAMPLE

**Area:** Entry Hall

**Message Senders:** Wall Posters, Receptionist, Chairs

**Parent Reactions:** I like how some posters are at eye-level for children. Receptionist is so friendly. Chairs are not comfortable, I never see anyone sitting in them.

**Area:**

**Message Senders:**

**Parent Reactions:**

**Area:**

**Message Senders:**

**Parent Reactions:**