



**Santa Clara Adult Education
Santa Clara Unified School District**

Communication Standards

1. Necessary Conditions
An environment that is:
 - Non-threatening
 - Positive
 - Supportive
 - Open-minded
 - Safe
 - Non-retaliatory

2. Standards for Communication
 - Treat each other with respect under all circumstances
 - Use open and honest communication
 - Address issues in a private manner, with only the people involved
 - Be prepared to contribute to a win-win solution

3. Tools for Better Communication
 - Be honest with tact
 - Value diversity
 - Use constructive criticism
 - Reflect before reacting
 - Listen without defensiveness
 - Provide positive feedback
 - Listen without interruptions
 - Listen to understand

4. Outcome
People feel trusted