



#### Mindset and Attitude



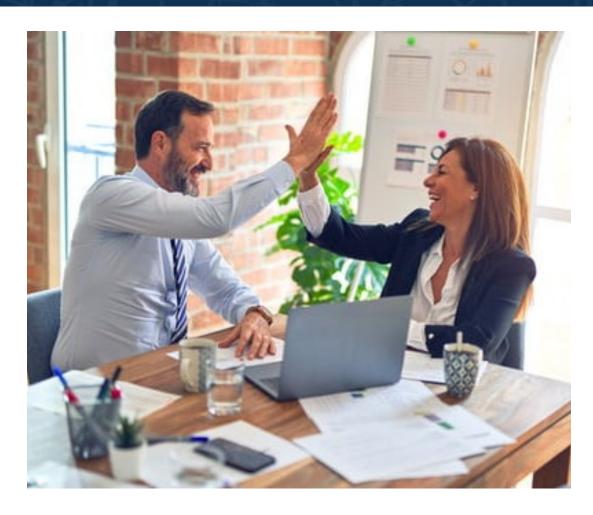
### Closing the **Communication Gap** between Fiscal & Program

 Change the image to become a partnership – Mindset and Attitude is everything!



# **Communication and Engagement**





- Invest in training each other (terminology, rules, timing)
- Communicate regularly about budgets and situational changes (delays on work to be performed such as contracts, changes in plans, Medicaid claim timing)
- Keep a meeting log, memo or minutes of what was discussed, next steps, expectations and deadlines
- Be engaged, responsive, and empowered!

# Communication facilitates cooperation



- 1. Transferring information from those who can figure out an optimal strategy to those who do not fully understand what strategy is optimal
- 2. Exchanging mutual commitment
- 3. Increase trust and expectations of others' behaviors
- 4. Add values to payoff structure
- 5. Reinforcement of prior normative values
- 6. Develop a group identity & relationships



# Challenges for Collaborative Managers





- Work with both autonomy and interdependence
- Share common goal and intertwining interests
- Work within a greater variety of groups and diversity
- Be participatory and authoritative
- Conceptualize the details and the big picture
- Balance advocacy and inquiry

### Earn Respect and Build Trust



Working together can yield respect and build trust in each other over time.

Respect is earned. Honesty is appreciated. Trust is gained. Loyalty is returned.

- Unknown



#### What Communication Strategy Works For You?



- How do you effectively communicate with staff, across departments or schools?
- Does your LEA (district/charter) favor any specific internal strategy?
- What are some ways you can enhance your communication with others? Technology, face to face meetings?