Communication Scenario

Name: ____________________  Date: __________

Read the following scenario and answer the questions that follow.

Sharon, a paraprofessional at Middletown Elementary School, had received a note from Carol James, who was one of the teachers with which she worked. The note requested Sharon to come to Carol’s office, which was across from the school cafeteria at 12:00, to talk about the following days lesson plans. When Sharon arrived at Carol's office, she was hoping that Carol had decided to let Sharon take a more active role in the classroom.

Walking into Carol’s office, she noticed Carol sitting back at her desk, eating lunch and talking on the phone. Sharon stepped into the room and sat down and waited for Carol to finish her telephone conversation. When Carol finished talking she resumed eating her lunch, while, explaining to Sharon the lesson plans and how many copies she would need for the next day. Sharon waited for a break in the conversation so she could talk to Carol about her concerns, but the noise from the cafeteria, and Carol's eating made Sharon tend to drift off and not pay close attention to what Carol was saying. After one more phone call and two interruptions from students, Carol was ready to end the conversation. Sharon stood up, frustrated that she had been unable to let Carol know her concerns. Sharon decided that she would have to schedule a quieter time to talk to Carol.

1. Identify the barriers to effective communication from the case.

2. List possible solutions to provide for more effective communication.

3. What would you have done in this circumstance?

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