



The Assertive Practitioner: How to improve early years practice through effective communication

Deborah Price, Cathy Ota

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How a staff team works together and how effective and cohesive they are impacts significantly on the children that they care for as well as having implications for the general early years practice and the success of the business of the setting. Drawing together theory and practice, this book provides comprehensive guidance on assertive communication and offers a range of clear, practical strategies that are easy to implement in the early years setting.

The Assertive Practitioner aims to distinguish between assertive, passive, aggressive and passive aggressive communication so that early years practitioners can gain confidence, become more self-aware, reflect on their own practice and develop their effective communication skills. Divided into three parts: 'what is assertiveness', 'using it' and 'developing it', the authors consider the skills of good communication and assertiveness in the early years setting, offering practical guidance on:

- Recruitment, induction, ongoing staff training and supervision;
- Disciplinary processes including handling difficult conversations and refocusing a team after a critical incident;
- Staff relationships with parents and other professionals;
- Involving the team in problem solving and implementing change;
- Engaging with the community;
- How to get support for yourself as a manager.

Packed full of practical strategies and case studies, this timely new book will be invaluable support for all those wanting to enhance and improve professional practice and relationships in the early years setting.

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