



SUGGESTIONS FOR EFFECTIVE COMMUNICATIONS

OMBUDSMAN

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WHERE TO FIND US

PGCPS.org/ombudsman

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or through your school administration

ORGANIZE YOUR THOUGHTS

- Clearly state the issue or the problem you are experiencing.
- Prepare/obtain supporting documents.
- Make a list of questions or points you would like to make.
- Identify several possible solutions you think would resolve your concern.

STAY CALM - MAINTAIN A CIVIL TONE

- Focus on the facts, not on the person with whom you are discussing the issue.
- Avoid blaming, demands and “shoulds.” Say “I believe . . .,” “I feel . . .,” rather than “You should . . .”

CLARIFY RATHER THAN ASSUME

- If you are not sure about something or what you heard, ask for an explanation or clarification.
- Try to understand the other person’s view of the situation and the solutions they might propose.

BE FLEXIBLE

- Recognize that problems can be solved in more than one way.
- Be open to alternative solutions.

KEEP RECORDS

- Make notes of meeting dates and times, who you talked to and what was discussed.
- Save copies of letters, forms and other material related to your concern.