



## Qtips

1. Build initial relationships with online students & parents during the start of class.
2. Try new strategies to navigate challenging communication topics.
3. Reduce communication overload during high volume times such as at the end of a course session.

*Communication is the real work of leadership.*  
- Nitin Nohria

## Reflect

1. What are some challenges when building trusting relationships with parents & students in an e-learning environment and what strategies can be used to overcome them?
2. What can a school do to deliver a difficult message such as failing grades or disciplinary issues to parents in a positive way?
3. What are some strategies schools can use to help streamline communication during times of heavy volume?

## Don't Forget

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## Questions

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## Q-it Up

*How will you use what you learned?  
List your ideas.*