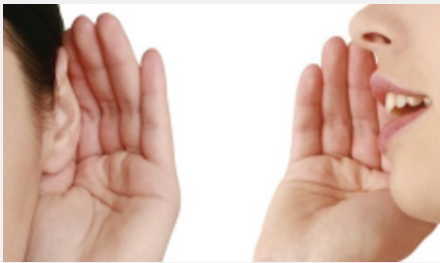


## HOW TO COMMUNICATE EFFECTIVELY WITH LICENSORS



By Jill Brown, Licensing & Compliance Advisor, Champions

Depending on your state and where your afterschool program is located, your program may need to have licensing in order to operate as an afterschool facility. In order to do that, you must know how to communicate effectively with the licensors you will be working with. Here are ten tips to help you do just that:

**1 ESTABLISH INDIVIDUAL RELATIONSHIPS WITH LICENSORS.** Supervisors, directors, and site staff should feel comfortable with licensors visiting from the state licensing agency.

**2 BE HONEST WITH THE LICENSOR.** Whatever licensing challenge your program is facing, provide details and documentation that includes just the facts.

**3 BE SOLUTION-ORIENTED, NOT BLAME-ORIENTED.** If your program cannot meet a licensing regulation, for whatever reason, do not blame external factors (i.e. your supervisor, your staff, the environment etc.). Ask for help and find a solution!

**4 INTRODUCE YOURSELF TO YOUR LICENSOR BY PHONE, MAIL, OR E-MAIL.** Licensors are often out in the field. Upon introduction, find out when your licensors "office days" are so you will know when to reach them.

**5 REGULAR MEETINGS WITH LICENSORS,** at their office or your program, are important to institute a tradition of communication that will remain even when licensors change.

**6 FIND OPPORTUNITIES TO COMMUNICATE** with licensors even when you do not have a scheduled appointment (i.e.: send invitations to a holiday party or open house).

**7 VOLUNTEER** to be on a committee or task force working on school-age child care licensing rule changes. This work is important because it is not done frequently. Your opinion counts!

**8 ASK A LICENSOR TO PROVIDE TRAINING TO YOUR STAFF.** Reviewing school-age child care regulations, along with a question and answer session, offers staff the opportunity to familiarize themselves with their state's requirements.

**9 USE YOUR LICENSOR AS A RESOURCE** (curriculum, equipment ideas, etc.). Licensors are often former directors or teachers. Their experience may benefit your program.

**10 JOIN NAA!** Associations such as NAA include resources and connections to carry the message for the school-age child care field.

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*By Jill Brown, Licensing & Compliance Advisor, Champions*

Depending on your state and where your afterschool program is located, your program may need to have licensing in order to operate as an afterschool facility. In order to do that, you must know how to communicate effectively with the licensors you will be working with.

**SEE MORE AT:** <http://naaweb.org/tip-of-the-week/item/76-10-tips-for-communicating-effectively-with-licensors#sthash.S0AeVbLP.dpuf>

### **OPENING DISCUSSION**

What is your experience and comfort level in working with licensors?

What tips from the article seem most important?

Which tips surprised you?

What questions or other thoughts do you have about the article?

### **APPLICATION ACTIVITY**

It is 2:50 and your licensor has just arrived at one of your programs. The Site Director calls you and mentions the second staff member has not yet arrived and the school is dismissing right now. What guidance do you give your Site Director? What would you do next?

Licensing shows up at your program because of a parent complaint. You have a solid relationship with your licensor and recently verified all violations from the previous visit are in compliance. What should you do?

Yesterday you had to terminate an employee being consistently late. Today licensing shows up at the program stating they received a complaint that the program is being run out of ratio. What would you do or say?

### **CLOSING REFLECTION**

What is your biggest take-away from today's discussion?

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If applicable, provide participants with the corresponding certificate of participation and if required ask them to complete the questions included on the certificate.

# **CERTIFICATE** of PROFESSIONAL DEVELOPMENT

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## HOW TO **COMMUNICATE EFFECTIVELY** with **LICENSORS**

\_\_\_\_\_ **PROFESSIONAL DEVELOPMENT HOURS, EARNED BY:**

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### **CONTENT INCLUDED:**

Establish Individual Relationships • Be Honest • Be Solution Oriented • Introduce Yourself  
Communicate Carefully • Schedule Regular Meetings, If Possible • Invite your Licensor to Fun Program Events  
Volunteer on a Licensing Task Force • Ask for Training • Your Licensor is a Resource

**FACILITATOR:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

- | How can you develop a comfort level with your licensor?
  
- | What is the benefit of introducing yourself (via e-mail, letter or phone call) prior to an actual licensing visit?
  
- | What resources can a licensor provide?

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*Supports Content Areas 7, 8, and 9, Levels 1-4 of the NAA Core Knowledge and Competencies for Afterschool and Youth Development Professionals*