MTSS Infrastructure and Support Mechanisms Series

Communication With and Involvement of All Staff

Communication with and involvement of all staff is important for implementation not only to ensure fidelity to identified procedures but also to ensure sufficient buy-in and support for a multi-tiered system of supports (MTSS) among staff. Schools with strong communication and involvement with staff have three components in place: (a) a description of the school's essential components of MTSS and data-based decision-making process shared with staff, (b) a system in place to keep staff informed, and (c) frequent collaboration of teacher teams.

What Does Communication With and Involvement of All Staff Look Like at the School Level?

In schools that involve all staff and communicate well with them, school administration and the leadership team have established two-way communication methods. The leadership team and administrators disseminate information to staff efficiently, but the staff have methods for providing feedback back to the leadership team. All staff understand that the components of MTSS and the products that outline the components are easily accessible. Staff have been included in the development of products and processes related to MTSS as collaborative members by providing feedback and suggestions to the leadership team. Thus, things are not "done to them"; rather, staff are a part of their creation. Finally, the school ensures that the teams, including grade-level or department-level teams, engage with the identified MTSS processes at protected and designated times. The leadership team communicates progress and growth with MTSS to the staff, with an emphasis on continuous improvement.

Tips for Implementation

- Provide consistent and persistent communication to avoid anyone being "left in the dark."
- Communicate the value of continuous improvement and growth along the way. Mistakes will happen and are a normal part of MTSS implementation.
- Establish clear channels to disseminate information and document the process.
- Engage staff when creating products and processes by allowing feedback and input on drafts of products and processes.
- Train staff on products and processes. Designate a person for follow-up support.

Resources

- Leading by Convening provides ideas for active engagement with communication.
- Ensure effective communication using this guide from the MTSS Center.
- The National Center on Systemic Improvement has an example communication protocol.