



Checkpoints for Success

- ___ I have spoken with other experienced providers to help me better understand the challenges of combining my business and my home.
- ___ I have been proactive when approaching my household members and have engaged in honest discussions about the potential challenges of sharing living and business space.
- ___ I have done my homework and understand the regulations and requirements that govern the operation of my program. I have effectively communicated this information to my family members.
- ___ I have attempted to respect every household member's opinion, and I engage in effective problem-solving strategies to resolve any issues.
- ___ I have attempted not to assume anything when I am allocating business responsibilities to my household members. I have discussed each role and established appropriate ground rules.
- ___ I have implemented a checklist that assures me that my child care setting is always ready to receive clients, business-related visits, and inspections.
- ___ I have planned ahead and introduced appropriate storage and rotation of materials to optimize my available space.



Checkpoints for Success

Putting yourself in another's shoes and looking at your business from a different perspective gives you insight into what others might be thinking. Often, because we are so close to a situation, we find it hard to understand the behavior or viewpoint of others. Asking for help when you need it, and recognizing and validating others' perspectives will allow you to feel more satisfaction and fulfillment in operating your business. Use the following checklist to help you identify your strengths and weaknesses. Doing so gives you an opportunity to think about any positive changes you might make.

- I identify the changes my business continues to make on my family members' lives.
- I identify the benefits my business has for each family member.
- I plan and hold regular family discussions.
- I periodically ask a trusted colleague or friend to evaluate the first impressions my child care business makes by using all her senses.
- I identify ways to professionally communicate my philosophy, policies, and goals to clients.



Checkpoints for Success

- ___ I have a good understanding of all the regulations, policies, contracts, and laws that pertain to the operation of my child care business.
- ___ I keep a copy of my child care regulations accessible during the hours I provide child care.
- ___ I am proactive and familiarize myself with the roles of the professionals who visit my home.
- ___ I have developed an effective provider-client contract that clearly communicates my expectations.
- ___ I stay current and upgrade my contract periodically.
- ___ I am organized, with ready access to all the required paperwork needed to operate my business.



Checkpoints for Success

Learning effective communication skills takes practice and self-examination. If communication with a visitor goes wrong, do not automatically blame the other person. You own your child care business; the success or failure of the business is your responsibility. Therefore, it is your responsibility to accommodate your style of communication to the client or other person visiting your home. You should not expect the others to accommodate your style. Each time someone comes to your home or you need to convey a message to a parent, think about whether it was a negative or positive communication. Use the following checklist to help you identify your strengths and weaknesses. Doing so gives you an opportunity to think about what you could have done differently.

- I used communication skills well on this visit.
- I facilitated the communication positively.
- I listened carefully and was able to discern the other person's feelings.
- I was aware of my body language.
- I felt that my goals for the interaction were achieved.



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Think about the last confrontation you had with a client or regulator. Use the following checklist to help you identify your strengths and weaknesses during the confrontation. Doing so offers you an opportunity to think about what you could have done differently.

- I felt comfortable using my assertiveness skills.
- I was able to negotiate a solution to the problem and felt comfortable with the resolution.
- I used assertive language effectively.
- I gave constructive feedback.
- I understood the other person's point of view and let the person know that I understood.
- I documented any agreements or the outcome.



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- ___ I have conducted regular practice sessions with the children in my program to help prepare them for visitors.
- ___ I have kept an ongoing and accessible list of questions or requests for information and resources for use during unexpected visits.
- ___ I have accessible materials (pen and paper or laptop, checklists, questions I want answered) to use when creating my own visit record.
- ___ I create visit notes that are legible and accurate.
- ___ I ask each regulator to date and initial notes before leaving my home.
- ___ I file my visit notes after a visit as quickly as possible so they do not get misplaced or lost.



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- ___ I carefully read any report given to me at the conclusion of a visit.
- ___ I decline to sign any report that includes incorrect information unless I can include my rebuttal.
- ___ I compare a visit report with my notes to check for any discrepancies.
- ___ I immediately open and carefully read any report sent to me as a result of a visit.
- ___ I take note of any and all time lines included in the report.
- ___ I seek assistance when necessary.
- ___ As part of my follow-up, I make corrections, respond professionally, and take appropriate action in a timely fashion.