

# Strategies for Working with Parents

LYNN STREIFERT NOV 23, 2022 08:33PM UTC

**The dad barged into the office and told me off.**

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**Listen, validate his concerns**

**Listen and do not interrupt immediately.**

**Careful of tone of voice, listen more than speak, and remind them you are here to help them.**

**Greet them with respect and deference. Listen to all concerns first and validate anything you can**

**Be patient, allow the father to vent his frustrations, and then calmly enter into a conversation from there.**

**Speak to father with respect and listen to his concerns.**

## Response

- Listen to concerns
- Verbally acknowledge concerns
- empathize with parent to find common ground

**Schedule a meeting with the intention that both parties come to the table respectfully**

**Try to calm him down and request to speak at a later time if he is okay with that. Remain calm, even toned and levelheaded so he can understand that you are here to help and not against him**

**paraphrase their concern, connect with them that you understand, and then make a suggestion**

**Allow him to vent before you start a dialogue**

**Deescalate the conflict by actively listening. Bring in a third party to help defuse if necessary.**

**Welcome dad with a calm smile, offer a cup of coffee or water. askhi to take a breather and we will walk through everything that is wrong**

**Don't match the negative energy. Listen to him and address his concerns.**

That is a sign that the father needs help and to be heard

**I don't think the mom was even listening to me.**

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**Asking the parent if there is a good time to schedule a conversation at a time that is convenient for them**

**Ask mom if this is a good time, and would there be a better time to talk**

## **Strategy**

Follow up in writing with what you've discussed together

**Ask for a better time to talk that is more convenient**

**sending a follow up / recap of the conversation in writing**

**Offer the parent a coffee, listen to some of her concerns and then focus on the information you would like to share.**

**Asking the mom if she would like to talk about something in particular/exploring how she feels**

**split your information into different sessions and/or phone calls as too much info can be overwhelming**

**Do not take it personally and follow up**

**Ask mom if she'd would like for you to give her a hard copy of the information.**

I always get parents emails to send important information, housing lists, community resources, etc. so that they have a hard copy to reference instead of remembering the information.

**Say, You seem a little distracted, is there something else you need or want to talk about. Meet their needs first.**

**Acknowledge parent is distracted and ask if there is anything can help with. and then plan a better time for mom.**

**Ask mom is she is okay.**

**acknowledge she may have alot on her mind and ask if there may be a better time to meet/talk. Also offer assistance with anything that might be on her mind.**

## **Response**

Ask the parent if everything is ok

**The parent insisted we enroll her child in a school that wasn't the local school or school of origin.**

**Provide parent with positive things about the local school to make them feel better about going.**

**Provide clarification of the MV law**

**Carefully explain the process.**

- Acknowledge parents concern
- Ask, in a concerning manner, why
- Address concerns and provide solutions

**Gently explain the process.**

**Listen and explain to the family their rights and also what the process looks like for registration**

**Acknowledge the parents request and clearly explain why your option is necessary and in their best interest.**

**listen to the Parent's concern and explain the process**

## **We arranged a bus pick up and the child wasn't there.**

**develop a contract with the parent that includes accountability measure on both sides**

**Find out from the parent "WHY" the child missed the bus. Discuss options and problem solve, and back up plans so the student doesn't have to miss a whole day of school.**

**The child may not want other students to know their personal situation.**

**Find out why they are missing the bus and create a contract with the family. Also reevaluate is this the best school determination.**

**Assist with a follow up of a contact #**

## **The mom lied about where they are staying.**

**Reassure her that she does not need to lie nothing bad will happen if she tells the school the truth. That telling the truth will actually be better for her child**

## **Safety**

**Speak with mom about the safety concern around lying about where they stay. Also share than as you may understand that they may be concern that sharing were they live is hard. We need to know to provide appropriate assistance for them**

**Let mom know that we are a resource and have the best interest of her and her scholar at heart.**

**Retrieve documentation. Discuss with mom some of her concerns.**

**Confirm her rights and the law and that the more direct she is the better we can help her.**

**Always ask parents for documentation**

**Explain the resources available in an informative and detailed way, as a way of reassuring a safe space for their needs**

**Listen without judgement and try to understand why the lie was told reassure that you want to help but you need be open and honest with one another**

**if they become permanently house , maybe she is afraid her student has to tranfer right away and or lose transportation**

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