

Dealing with Difficult Parents

Best Ways to Respond to Parents

- Manage by walking around
- Assume problems
- Don't Delegate
- Welcome and accept
- Say something nice
- Self-neutralize
- Attend
- Listen
- Be gentle
- Read between the lines
- Give "wordless advice"
- Convey serenity
- Be a mirror
- Backtrack
- Open your mind
- Don't react
- Remain composed
- Be assertive
- Take the A train
- Apologize
- Empathize
- Welcome criticism
- Consider cultural differences
- End positively

Seven Step Process for Defusing Inappropriate Behavior

1. Name the Issue- Clearly define what the problem is
2. Give an example- Be specific and give an example that illustrates the behavior or situation you want to change
3. Describe your emotions about the issue
4. Clarify what is at stake
5. Identify your contribution to this problem
6. Express your desire to resolve the problem
7. Invite the other person to respond to what you have said

EXACERBATIONS

Warning: The Following Can Be Hazardous to Your Health.

- Don't interrupt
- Don't take over the conversation
- Don't change the subject
- Don't focus on things that can't be changed
- Don't get off on your own agenda
- Don't engage in silent combat
- Don't start to answer before you understand
- Don't advise unless you're asked
- Don't try to persuade
- Don't appear neutral
- Don't sound like a "know- it- all"
- Don't over explain
- Don't become intimidated
- Don't settle for a superficial resolution

Virulent Viruses

- Clandestine Operations
- Faultfinding and Blame
- Backyard Gossip
- Lies, Half-Truths, and Slander
- Triangulation
- The Friendly Enemy

Dangerous Dozen

- Paralysis
- Diarrhea
- Chronic Fatigue
- Hypertension
- Heart Failure
- Lockjaw
- Circulatory Collapse
- Muscle & Tendon Inflammation
- Irritable Bowel Syndrome
- Calluses, Corns, & Bunions
- Chicken Pox
- Malnutrition

Know Your Character Count

- Be trustworthy
- Be honest
- Be authentic
- Be respectful
- Be forgiving

6 Quality Standards Types of Parent Involvement

- Communicating
- Parenting
- Student Learning/Learning at Home
- Volunteering
- School Decision Making and Advocacy
- Collaborating with Community