

Module 7: **Acknowledging Family Concerns**

Why do some families feel frustrated?

- Lack of communication
- Making changes without _____
- They may feel labeled because of marital status, ethnicity, etc.
- Do not understand educational _____
- They feel like they have no input

Facts about families who have concerns

1. They are concerned about the best _____ of their child
2. Their perception is their _____
3. They may seek to address an unresolved issue in other ways
4. They can and are willing to _____ in how they work with you

Common types of parents/families you may encounter

- 1.
- 2.
- 3.

The over-involved parent/family

- If there is no problem, _____ parent/family that their child is well-adjusted socially, behaving properly, and _____ academically
- If there is a problem, involve the parent/family in developing an _____ that will help the student overcome the issue they are facing
- Suggest a _____ schedule for the future

Absent parent/family

- Try to accommodate their _____
- Offer to discuss the issue in a brief phone conversation
- If a language barrier is an issue, find someone on the school's staff who can _____

Defensive parent/family

- Maintain a positive attitude and put the problem in _____
- Including the parent/family, present an action plan to help the child improve
- Suggest how the parent can support the child at _____
- Assure the parent/family that you believe that the student can be _____
- Acknowledge the student's positive attributes, then tell the parent your concerns

Communication Technique

Active Listening

- Looks and sounds interested in the _____
- Adopts the speaker's point of view
- _____ the speaker's thoughts and feelings

Reflective Response

- Reflect the speaker's thoughts and feelings
- _____ rather than _____ the conversation
- Respond to _____, rather than content

Prepare in advance

- Be _____-one of the easiest ways to avoid a difficult situation with a parent/family is to establish a relationship first
- Make contact with parent/family _____ a difficult situation arises-they are more likely to be receptive if you have a relationship
- Utilize positive strategies throughout the year to establish a relationship-we should not call parents/family ONLY when there is a _____

Prepare for unscheduled visits

1. Listen to the concern
2. Be _____ to the concern
3. Assure the parent/family member that the concern is too _____ to discuss at this time
4. Then offer to attend to the issue at another mutually agreed upon time

Document your communication efforts

- Dates
- _____
- People
- Description of _____
- Print/copies of emails

Choose proactive responses

When dealing with family concerns:

- Remain _____ in all interactions
- Establish clear _____
- Have a plan
- Take action
- Follow through
- Always encourage family _____
- Answers families' questions/concerns

