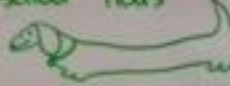


# The parent can never keep appts b/c of work

## Function

- lack of communication
  - They work during school hours
- 
- Lack of adequate notice
  - Avoidance

## Solution

- increase communication
- meet outside of school hours  
(Request admin permission for time sheets to increase buy-in)
- Provide notice + options
- Provide notice in multiple forms (emails, notes, phone)
- Provide MPS letter
- Show flexibility to ↑ parent flexibility
- Lots of follow-up
- Smaller (shorter) meetings

# The parent is often verbally aggressive with staff.

## explanation/function

- the parent has had past negative experiences with the school system
- feel threatened/disrespected or powerless
- feeling protective of their child
- possible mental health issues/  
ADDA

## strategies

- Start where parent is at and start to build trust  
↳ help them w/ something
- listen respectfully/empathize
- speak professionally
- build relationship/trust

(often)

# Parent is Verbally Aggressive

Explanation/Func.	Strategies
→ Prior problems with staff	→ Don't take it personally
→ Need 4 power, control, competence	→ Empathy
→ Feelings of anxiety - uncertainty - job retention - perception of the professional staff - PISA	→ Validate how parent(s) were feeling
→ Communication style / Aggressive language as survival or basic communication skills	→ What do you need from me? I care 2...
	→ Active listening
	→ Ask parent about time + method of contact that's best 4 them
	→ Don't meet <del>the</del> fire with fire
→ Message delivery, ie, "how" the parent is told / Tone of professional call Staff when <del>they</del> <sup>initial</sup> contact is made	→ Check yourself when/ before you make the

# The parent never shows up @ School

Explanation/Function	Strategies
• transportation job • forgot <sup>no way # of address</sup>	• Home visit • USPS
• Child is school's problem from 7:30-3:30pm	• Ask why
• something came up (appt)	• further explain why they are imp.
• no (+) experiences @ the school / residence	• Bus tit. <del>XXXX</del>
• intimidation	• Explain (+) experiences
• No parent (whos guardian?)	• Prep school staff that should be (+)
• can't deal w/ 1 more (-) thing about their kid	• SSW try to find out ie: guardian / max worker....

# The parent blames the school for the problems

Explanation/function	Strategies
<ul style="list-style-type: none"> <li>- projection</li> <li>- avoidance</li> <li>- parent &amp; school's culture do not align (strategies to deal w/ behavior)</li> <li>- previous neg. experiences w/school</li> <li>- parent-school relationship (teacher) -- lack of trust</li> <li>- diff. point-of-view (context)</li> </ul>	<ul style="list-style-type: none"> <li>- empathetic (active) listening (to target prob. cause)</li> <li>- reflection - <sup>thoughts</sup> &amp; reframing <sub>feelings</sub></li> <li>- educate families on strategies using in school</li> <li>- provide multiple opportunities for parents/families to have pos. experiences/interactions w/ school</li> <li>- interact w/parent w/ open mind &amp; view them as the "expert"</li> <li>- be available to parents (build relationships)</li> <li>- pos. phone calls home</li> </ul>

# The Parent blames the School for the Problems

Explanational function	Strategies
<ul style="list-style-type: none"> <li>• Difficulty not wanting to appear like a "bad parent"</li> <li>• Feel like they're exhausted all options at home</li> <li>• Difficult relations with school in the past.</li> <li>• conflicting perceptions of roles regarding education</li> <li>• Lack of previous home-school communication about strategies already tried</li> </ul>	<ul style="list-style-type: none"> <li>• Talking to parent and discussing a shared mission to help the child.</li> <li>• Admit responsibility that the school would like to improve their strategies to help the child succeed.</li> <li>• new process focus</li> <li>• putting parent as expert → we need their help</li> </ul>

## THE PARENT DOES NOT RETURN PHONECALLS

### Explanation

- avoidance of the negative
- not interested in wrap
- phone # not accurate
- busy / stressed
- family issues
- messages not received
- work hours

### Strategies:

- home visit
- talking w/ students
- calling at different times
- letter / note
- making contact positive
- consult w/ other school ppl (office, teachers)
- good explanation of wrap

## Parent does not complete paperwork or forms

### Explanation/ function

- Challenge reading or understanding forms
- language barrier
- lack of time / too long
- don't see the value
- lost in translation

### Strategies

- Complete forms together
- alternate forms or interpreter
- shorten forms
  - prioritize info needed
- coffee chat
- pre-addressed & stamped envelope