

***“The Art of Parent
Communication”***

FOCUS

This program is designed to prepare, enhance and enable the teachers and faculty to acquire the necessary skills to effectively communicate and manage communications with parents from various backgrounds.

OUTCOMES

Participants will be able to:

- Gain skills to negotiate and solve “tough” parent conversations and situations.
- Increase confidence in interacting with parents and managing expectations.
- Initiate proactive communication and establish boundaries.
- Build rapport and foster stronger partnership between teachers and parents.

DISTINCTIVE FEATURES

- ***Refining listening and communication skills required when dealing with difficult parent conversations***
Participants will learn listening techniques, clarification skills, positive language and ways to move difficult parent conversations toward resolution. This program is designed to be specifically relevant to those situations where teachers must communicate with angry and frustrated parents.
- ***Building a repertoire of proactive communication techniques that will enhance teacher/parent partnership***
Learn, establish, and rehearse ways for teachers to establish beneficial communication with parents early in the school year to achieve significant dividends in later parent-teacher meetings.
- ***Acquiring Skills from Realistic Role Play***
Role-play scenarios (action based learning) created from actual case studies will give participants the opportunity to put into practice immediately the skills from this workshop.
- ***Integrative and experiential learning through fun and insightful activities***
Participants will enjoy the process of learning and applying what they have gained in the workshop to daily work context. A debrief after each experiential activity transposes learning into personal and organizational actions.

PROGRAM OUTLINES

Session 1: The Fundamentals of Parent Communication
Session 2: Establishing Rapport and Alliances with Parents
Session 3 & 4 Resolving the Hostile Takeover – When Angry Parents Express Their Frustrations

NUMBER OF PARTICIPANTS PER WORKSHOP

20 – 25 for optimal interaction