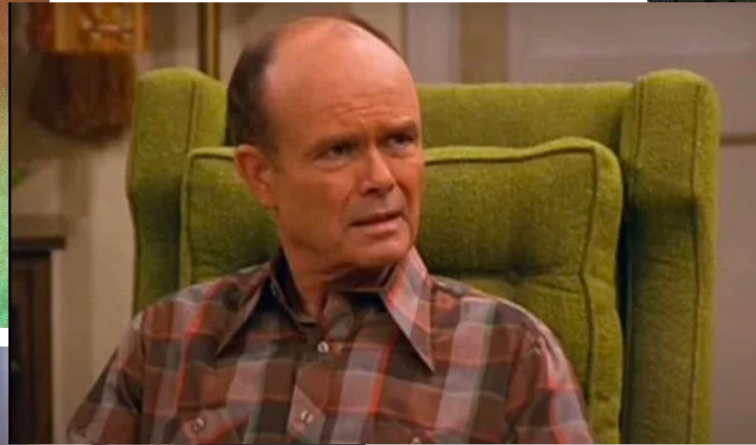
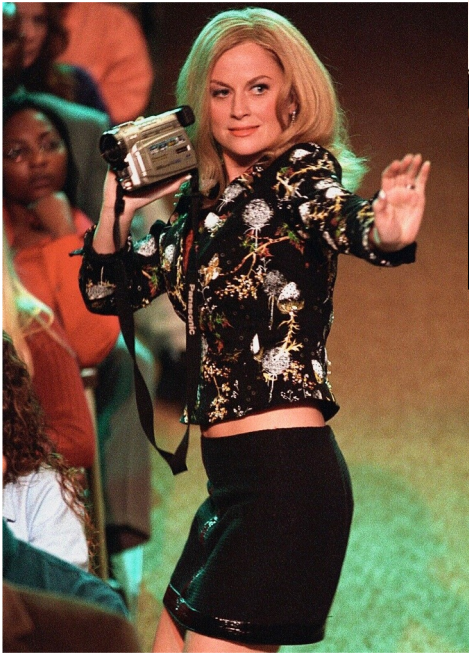
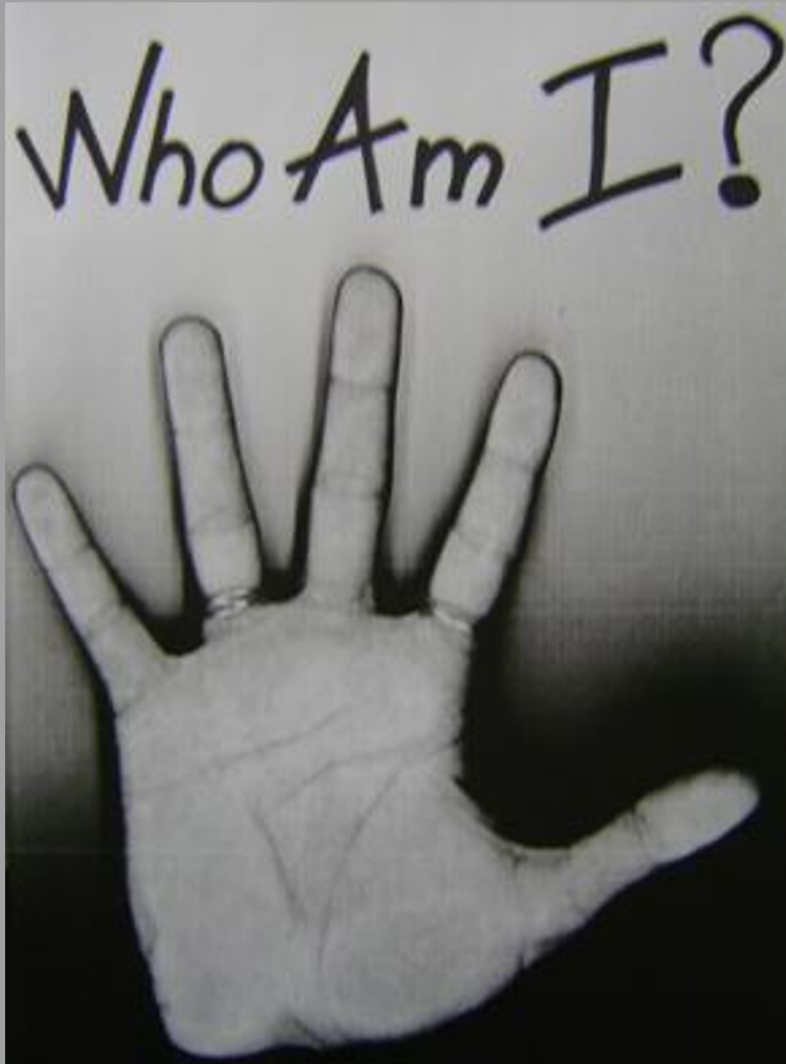


Working and Communicating with Families





Communication



Starts
With
YOU

**Effective
communication
with a
parent/guardian
is sometimes
challenging but it
is an essential.**



“The bad news is your son failed every test I gave this term. The good news is that we know he’s not abusing any mind-expanding drugs.”

Why Do Families Choose Independent Schools?



Job 1

Help me help my child overcome obstacles



Job 2

Help me fulfill my child's potential in a values-aligned community



Job 3

Help me develop a well-rounded person who will impact the world



Job 4

Help me realize my plan for my talented child

Understanding is KEY

Families' rational wants and desires...



- Great teachers that know and care about their child
- Capable and well-adjusted children that represent them well
- Respect in the community and in their home

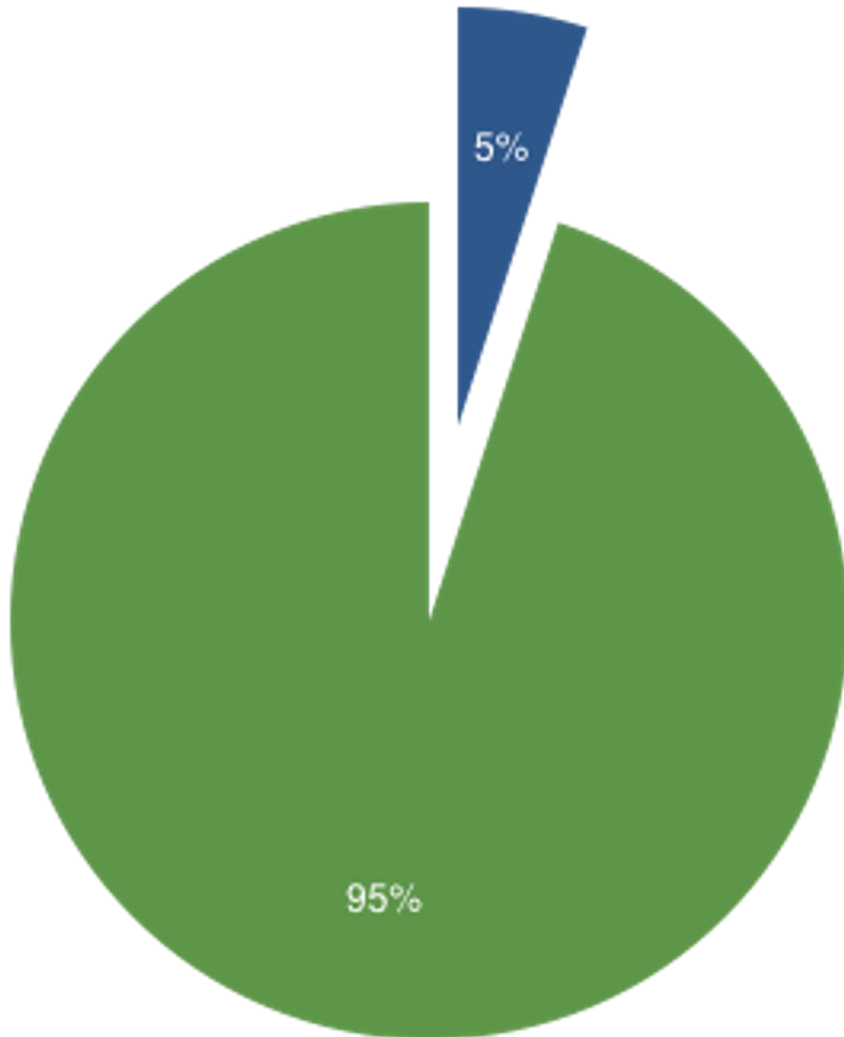
Understanding is KEY

Families' irrational wants and desires...



- Bending the Rules
- Approval/Therapy
- Favors
- “Happy” “Failure Free” Children
- Their “Money’s Worth”
- Substitute Parenting

5% Rule



**5% of the parents
cause 95%
of the frustration**



**NO
SURPRISES!**



NARRATIVE

Example

- Caleb currently has an 80.55% overall average.
- Caleb brings great energy to the class and is very engaged. He asks questions, he contributes to the class discussion, and works well with the other students in class.
- Moving forward, Caleb needs to work against his natural desire to chit chat with many people throughout the class period. I believe this causes him to miss vital information that would help him better understand the material. It was evident on his Measurements and Calculations assessment that he didn't fully understand the process of converting between units.
- As we move forward, the process of converting will be present in every unit for the remainder of the year. Throughout this semester Caleb, will encounter other skills and material that will be essential for the entire course as well.
- I would like to partner with you and Caleb to develop some strategies to keep him focused so he doesn't miss the essential information that has prevented him from demonstrating his capacity to learn and use the information learned. Please let me know a good time to connect with you and Caleb.

CASE STUDY

- Jamie is a student in your 4th grade classroom.
- Her mother, Anne, stops by your room at the end of school to tell you that she feels her daughter is getting too much homework in your class.
- Anne is concerned that Jamie isn't getting enough down time, and she has been allowing Jamie to skip part of her homework.

Case Study

- As you are loading groceries in your car, Maeve's mother, Sarah, approaches you to ask about a conflict between her 15-year-old daughter and her friend, both of whom are in your high school history class.
- She is hoping you will intervene without letting Maeve know she has talked with you. Sarah is clearly distraught and close to tears.

Case Study

- Over the weekend, you receive the following email:

My son is not enjoying your literature class. He says that you have him reading selections that have no relevance to his everyday existence. He says that because he does not like what you are making him read, you talk down to him. Please let me know what you will be doing to fix this situation.

Bill Jemison, Chair

Annual Giving Campaign

Case study

- During advisory Jayden, 7th grade student who is president of his class SGA, seems disconnected from the group which is not normal for him at all.
- You ask him to stay behind to check in.
- During your conversation you discover that Jayden's parents have recently decided to get a divorce.
- Jayden is confused, devastated and mad that this is happening to his family and to him.

Case Study

- You have received a request to be Facebook friends with the chair of the Parent Staff Association.
- The parent is a long-time member of the school community and has a child in your middle school advisory group.

Steps to Effective Communication With Parents

1. Have a plan...be prepared!!

Know the school norms and policies

Establish boundaries and parameters

2. Be clear and consistent.

3. Be open and honest.

4. Be proactive.

5. Do not make promises you can't keep.

6. Use logic not emotion.

7. Communicate regularly (good and not so good).

Thoughts and Reflections

