

We're on the Same Side!
Building Supports through
Communication

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Think Globally Act Locally

What's the big picture...and how
do I implement it on an individual
basis?

Parents *Are* the Experts

- We are trying to understand our child
- We are highly motivated to create positive outcomes
- We often know his triggers, motivators, reward systems that work...even though we may not realize it!

But It's a Team Effort

- Parents desperately need a community of support to raise their child with special needs
- Parents need to hear you care about THEIR child

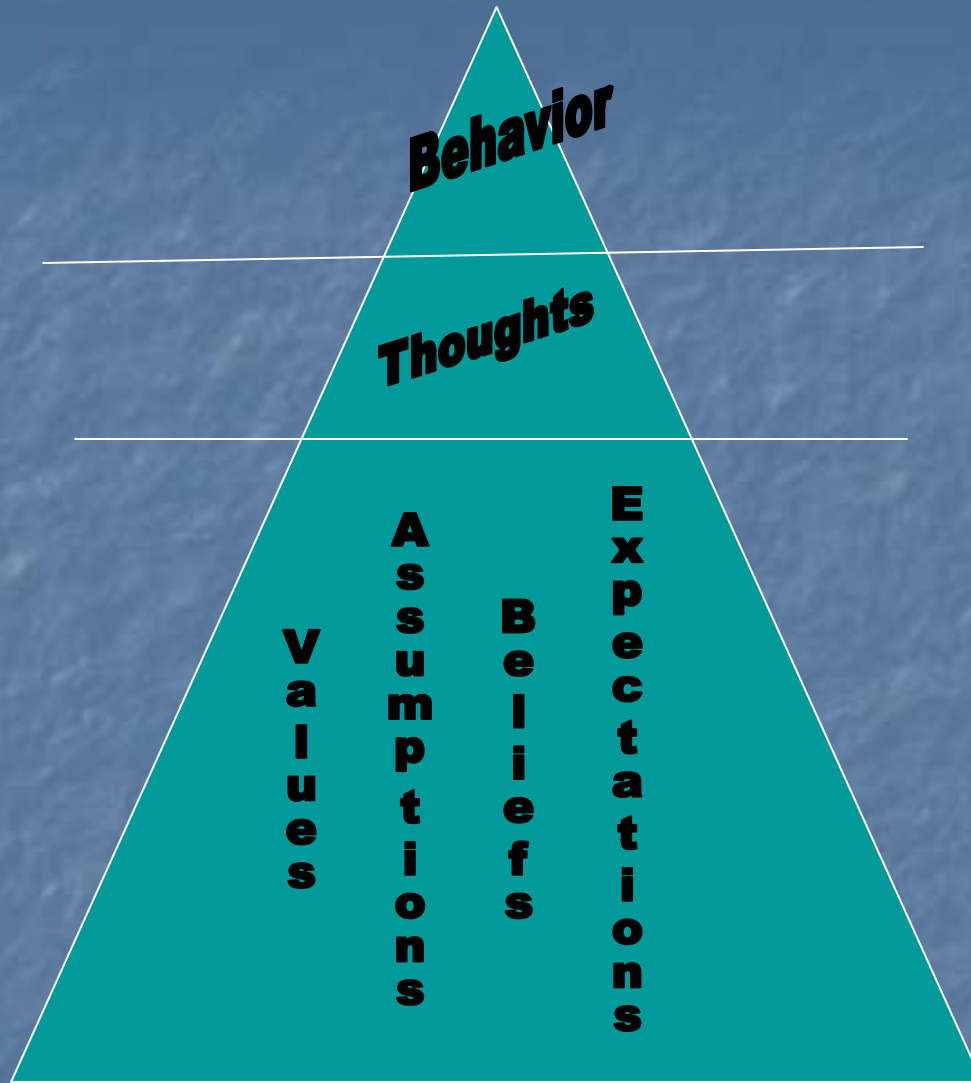
Unreasonable parent?
Difficult staff member?

Maybe there's a reason!

Working past assumptions to the
heart of the matter



Behavior



CHALLENGES

Why are WE like that?

- Mother Bear comes out when faced with protecting our child against perceived threat
- We are conditioned to fight for what our child needs

Why are we like that?

- Defensive
- Frustrated
- Overwhelmed
- Afraid

Parents:
here's what WE can do!

People are more compassionate
when we connect as human
beings

What can parents do?

- Assume teachers *care*
 - People choose teaching careers for a reason

Parents

We need to:

- Watch our tone
- Pick your battles
- Look for opportunities to praise what they are doing right
- Remember relationships build with time and trust

What can parents do?

- Why?
 - They will remember you and the relationship builds
 - If something goes awry, more likely to find resolution because there is a foundation

Don't forget the secretaries and support staff!!

What can parents do?

- Remember we are all human beings!
 - Everyone's feelings can get hurt
 - No one is perfect, we all have bad days

What can parents do?

- Build relationships
 - Think of the long-term benefit to your child
 - Court them!
 - Don't forget to say thank you!
 - Do a little something extra for those who go the extra mile



What can parents do?

- Remember them!
 - Greet by name and smile!
 - Bring little treats (many a relationship was enhanced by chocolate!)
 - Thank them with a card—especially when there has been a crisis
 - Don't forget holidays!
 - This also teaches your child important social lessons

What can parents do?

- When conflict arises
 - Follow protocol
 - Put it in writing
 - Enlist your community of support if necessary

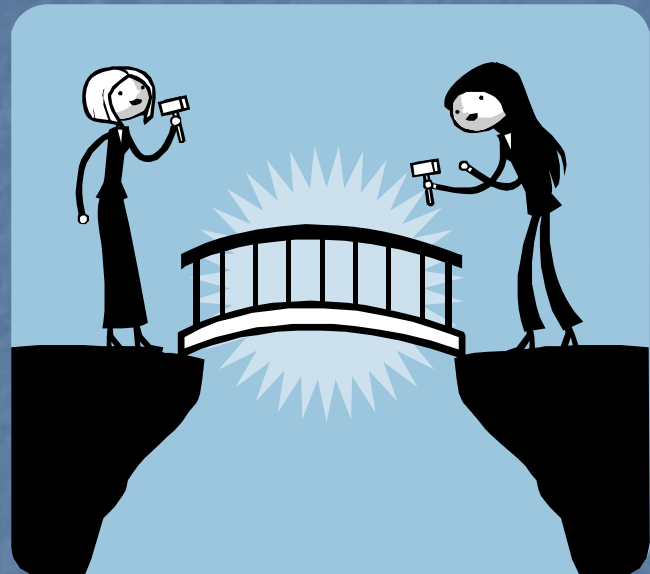
Remember...

In the long run it is the family who is surrounded by an accepting, supportive community will have a better outcome...and the community itself benefits too!



Teachers

- Parents need you to bridge the communication gap
- YOU have the advantage:
 - Skills for the educational setting
 - Support staff
- Mutual trust and respect builds over time



Meetings

- Parents are looking at long-term and envisioning the worst-case scenario

Parents need to have hope for something positive in the future

“Our kids”

- Help parents see the possibilities
- Let parents know you share the commitment to their child’s future

Teachers and staff: What can I do?

- De-escalate the situation
 - Use a different “tone”
 - Provide reassurance that you are there to help them
 - Step in when there is a personality clash

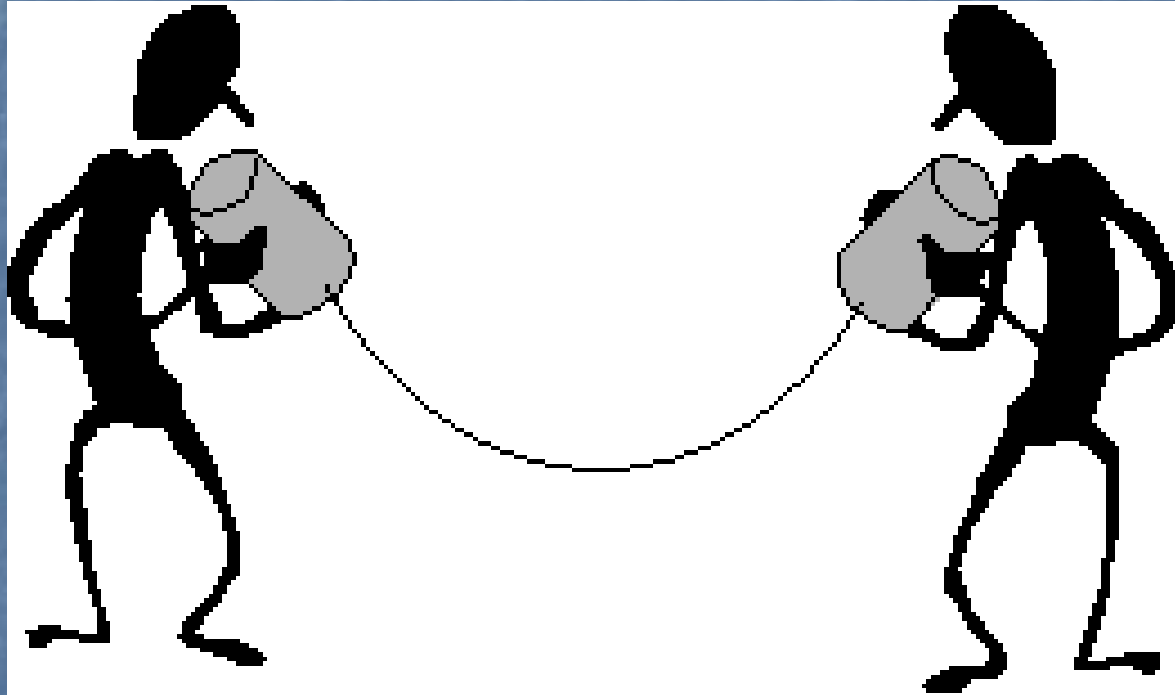
What can teachers and staff do?

- A small amount of kindness goes a long way!
 - People are more cooperative with those they “like” so show your personal side
 - And more receptive to what you have to say

What can teachers and staff do?

- Look for the things the parent is doing right and point them out

Communication



Communication is a Two-Way Street

- Parents need to know what is going on at school or daycare
- Teachers and caregivers need to know what is going on at home



Build the relationship through communication



Frequency may diffuse intensity when things go wrong

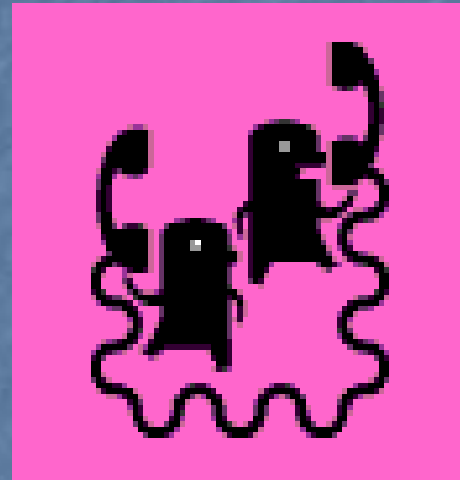
- quickie phone calls

- schedule

- communication notebooks

Importance of FREQUENT Communication












- Able to modify program instantly to meet needs
- Reinforces team building
- Diffuses intensity of interactions



Daily Schedule

Date:

Student:

		Good	Great	Notes
8:15-9:00 Reading				
9:00-9:45 Math	$1+1=2$			
9:45-10:20 Spelling				
10:20-10:40 Recess				
10:40-11:00 Reward				
11:00-11:30 P.E.				
11:30-12:00 Speech				
12:00-12:40 Lunch				
12:40-1:10 Science				
1:20-2:10 Social Studies				
2:10-2:30 Recess				
2:30-3:00 Art				

Communication through Schedule

- Tracking tool
 - Over time this can reveal specific academic challenges and need for modification or schedule changes
 - Behavior triggers
 - Need for medication adjustments
 - Reveal effective strategies