



## Dealing with Challenging Parents

**What are 12 activities you can do with your staff to help promote positive customer service?**

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.
- 11.
- 12.

**Roles of the staff in parent communication:**

- Be curious
- Start conversations with a question
- Use open-ended questions
- Consider answering questions with a question
- Share information about yourself
- Observe family's preferred styles and modes of communication
- Let parents know you appreciate their input, personally and publicly
- Involve parents and families



## **Parent Communication Checklist**

- Children's artwork displayed and framed in the lobby, office or communication area
- Lesson plans
- Daily schedules and routines
- Teacher's schedules
- Daily note with specific information about the child's day
- Field trip information posted in advance
- Menus and allergy reports
- File system with individually labeled children's folder containing documentation of their work

### *Other ideas to enrich communication and involvement:*

- A comfortable environment in your common area for parents and children to interact
- A parent resource library
- A scrapbook of your program
- "What We Did Today" boards
- "Kick Off Questions" for parents
- An easel with announcements or pictures parents see when they first walk in and walk out
- Interactive bulletin board for parents to post information about their travels, business, and culture
- A media center
- Video tape classroom activities and send parents clips via email



## **Getting Parents Involved**

- Invite parents to read to small groups
- Cook and share a family recipe
- Field trip volunteer
- Have parents sing to children or write down words to special songs
- Teach the children a dance or art
- Ask parents to share their own childhood stories
- Eat lunch with the children
- Allow parents to breast feed infants
- Encourage parents to talk to other children
- Encourage parents to contribute to curriculum planning
- Send home supplies to make clay dough
- Ask parents to help locate music, clothing, everyday objects and cultural items
- Ask parents to save “beautiful junk”
- Encourage parents to hang up children’s artwork
- Ask parents to talk to the children about their day
- Help plan for special events
- Write or edit school newsletter
- Assist in fund raising



## **5 C's of Parent Relations**

- Common Sense
- Caring
- Consistency
- Communication
- Confidentiality

## **Common Questions Parents Ask**

- Discipline
- Bedtime
- Allergies
- Meal Planning/Nutrition
- Gift Ideas
- Children's Books
- Early Literacy Skills
- Sick Child Care
- Ready for Kindergarten
- TV and Movies
- Holidays
- Budgeting
- Family Recreation Ideas
- Babysitters
- Home Play Ideas



## **Working Through Common Parent Complaints**

***Complaint:***

***Possible Solution:***

***Complaint:***

***Possible Solution:***

***Complaint:***

***Possible Solution:***