

TABLE OF CONTENTS

- What's your Helpfulness Quotient?...5
- Defining Responsible Parenting...6
- What are the Two Key Indicators to Assess Parent Involvement...6
- Four Levels of Parent Involvement...7
- Why Do We Have Parent Conferences?...8

Chapter 1 DEVELOPING A COOPERATIVE SPIRIT

- Round One... Will I Last Until Retirement?...10
- Parents Are from Mars...11
- Our Attitudes Predict Our Actions...12
- Becoming An Effectiveness Expert...13

Chapter 2 IT TAKES MORE THAN A SMILE, A SHOE SHINE & FRESH DEODORANT

- Communication Barriers on the Phone...15
- Communication Barriers In-Person...16
- Communication Boosters In-Person...16
- Communication Boosters on the Phone...17
- The Care & Concern Statement...17
- The Confidence Statement...18
- Why Parents Do Not Back Us...19
- What Teachers Want From Parents...19
- What Parents Want From Teachers...20
- Open House - What Parents Need to Know...21
- How To Build Positive Relationships...22
- Documentation Log...23

Chapter 3 QUALITY STRATEGIC PLANNING

- It's Not What You Say But How You Say It...25
- How To Create A "Vision" of Success...25
- How To Have High Visibility to Parents...26
- How To Maintain A Positive Attitude...26
- Conference Prep Form...27
- Conference Planning Form...28



Chapter 4 QUALITY STRATEGIC CONFERENCES

- Making an Initial Positive Phone Call...30
- Making an Initial Negative Phone Call...31-32
- A Follow-Up Contact - "Good News"...33
- A Follow-Up Contact - If Problems Continue...34-36
- Preparation for a Face-to-Face Conference...37
- Having A Face-to-Face Conference...38-39

Chapter 5 THE GOOD, THE BAD & THE IMPOSSIBLE

- 5 Behaviors Most Common in Dysfunctional Families...41
- Identifying A Lacking, Lost or Limited Parent...42
- A Conference with A Lacking, Lost or Limited Parent...43-44
- Communicating with Critical or Angry Parents...45
 - They Are Right; You Were Wrong
- Communicating with Critical or Angry Parents...46-48
 - They are Wrong; You were Right
- How Well Can You Handle A Difficult Parent?...49
- Good or Bad, Whatever Happens, It Is Your Responsibility...50
- Critical Intervention Parent Conference...51-52
- A Contract of Mutual Responsibility...53



Chapter 6 A BOBSLED TEAM MUST HAVE FOUR PEOPLE NAMED BOB

- Setting Up A Team Conference...55
- Counseling Tips with Parents...56
- Diana's Top 10 Counseling Tips...57
- People Who Take Time to Think, Think Best...58

ADDENDUM

- Inservice Training Programs with Diana Day & Staff...59
- Product Catalog...60-62
- Product Order Form...63
- Notes Page...64

