

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

BRIGHT IDEAS



COMMUNICATION BOOSTERS ON THE PHONE

ON THE PHONE

- Are your first words, “**GOOD MORNING!**” followed immediately with a smile, your name and job title?
- People, who speak in a **quiet voice** face-to-face, sound too **mousey** over the phone. Project your voice, smiling as you speak, and it will sound enthusiastic and warm.
- Treat the caller like they were your **favorite parents**. This positive approach catches the person who has a negative outlook off-guard. It’s hard to be ugly when so much **warmth** and **caring** is being sent your way.



- Short-sighted people think they are more likely to get the action they want by making a fuss. You know they make it more difficult. Allow the person to let off steam. “I’m sorry you’ve had this problem, usually reduces hostility. Say this without placing **blame**.
- Always end the meeting deciding the next **step** to follow. Spell out who will do what to resolve the situation.



- » **Reaching Consensus**
with documentation=79%
w/o documentation=55%
 - » **Was Convincing**
with documentation=67%
w/o documentation=50%
 - » **Able to Make Decision**
with documentation=64%
w/o documentation=45%
 - » **Cuts Meeting Time**
with documentation=35%
- Wharton School of Business

CARE AND CONCERN STATEMENT

“I care about Deborah,
and her success (at Washington MS, in 5th Grade, in English.)
I’m concerned about her
and I know you are concerned as well
(because you rearranged
your work schedule to be here today.)”

DOCTOR, LAWYER, CHIEF WHERE'S THE EDUCATOR?



IN a survey we conducted, we asked "Joe Public" to rank order professions listed randomly on a paper. We said, "Point to careers that you feel project the most professionalism and give you the greatest confidence in their ability."

The choices were: Teacher, Doctor, Attorney, Police Officer, Fire Fighter and Veterinarian.

Ninety percent ranked teachers in the bottom half of the ranking.

GALLUP SURVEY

Recommended that educators do the following to be more professional:

- 1** HAVE SPECIFICITY: SHOW PAPER DOCUMENTATION
- 2** CONVEY CONFIDENCE: BELIEF IN TEACHERS' ABILITY TO HELP THEM

CONFIDENCE STATEMENT

Project Professionalism

Polish your professional image by breaking this habit: **STOP** asking for permission to speak. Never ask a question like "May I add something?" or "May I interrupt for a moment?" When you have something to contribute, wait for a break in the conversation and then say, "I have a question about..." or "I would like to suggest..."



Mr./Mrs. _____, I have been working with students and parents for _____ years. I have had other students who were (bright and unmotivated, fought, were truant) and I was able to help them.

I know I will be able to help (Robert) but I must have your help and support.

Will I have it? ("YES.") GREAT!

("No.") (say with pauses) (Do you realize what will happen if we do not go forward and work together?)