

# Continuous Communication- Having Hard Conversations with Parents

Dorothy Mandell

UTHealth Houston School of Public Health

What makes hard  
conversations easier?

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Having the easy  
conversations first  
and often

Who greets parents  
at drop-off?  
at pick-up?

When do parents have  
a chance to tell you  
what is happening or  
if they have concerns?

We have an app!

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The apps work best  
for FYI things they are  
not good  
for building relationships

# What Families Tell Us They Want From Child Care

## Baseline Communication

- ◎ **Daily Schedules**

- ◎ Deviations from it before hand
  - ◎ field trips?
  - ◎ someone coming for a special class?
  - ◎ special activity?

- ◎ **Weekly Schedules**

- ◎ Gardening days?
- ◎ Sensory day?
- ◎ Movie Day?

# What Families Tell Us They Want From Child Care

## Baseline Communication

- ⊙ **Daily Reports - NOT check lists**
  - ⊙ Food they ate or didn't like
  - ⊙ Length and time for naps
    - ⊙ anything special or routine you do at nap time?
  - ⊙ Hygiene
    - ⊙ # diaper changes
      - ⊙ any challenges?
    - ⊙ progress on potty training
      - ⊙ any challenges?
  - ⊙ Positive behaviors
  - ⊙ Negative behaviors
    - ⊙ strategies & response

## Baseline communication

- ⦿ This builds common understanding between you and the parent
- ⦿ When it is done all the time, it does not feel so confronting when something goes wrong
- ⦿ Offers a common understanding to handle difficult behaviors
  - ⦿ what you've tried
  - ⦿ what isn't working
  - ⦿ what does work

## Why it is important

Parents need to see the actions that helps them know you are partner to them in their child's development

# What Families Tell Us They Want From Child Care

- Incident reports
- Parents know that things happen

- ◎ Timely
- ◎ A conversation, not just signing a form
- ◎ Don't dismiss the incident to the parent but don't make it bigger than it was either

# What Families Tell Us They Want From Child Care

- Altercations with another child

- ◎ Parents recognize you are limited in what can be told *HOWEVER*
  - ◎ vague explanation leads to distrust
  - ◎ no clear explanation for what happened with both children leads to distrust
- ◎ Without your information the parent only hears the child's version
  - ◎ preschoolers are not reliable narrators
  - ◎ parents can't support your solution, especially when their child was the instigator

# What do parents say facilitates hard conversations?

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Consistent, clear, respectful  
everyday conversations

These are the conversations  
that help them see that you are  
a partner in their child's development