

Leading Difficult Conversations- A Reformative Approach

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Any Baby Can of Austin



The Importance of Positive Communication

- Provider and Parent Collaboration towards common goals
- Improve overall student performance (attendance, behavior, academics)
- Helps build trust and relationships
- Opens channels for immediate intervention support
- Consistent home-school connection
- Providing regular updates
- Starting early builds trust for future conversations



When Meeting Parents

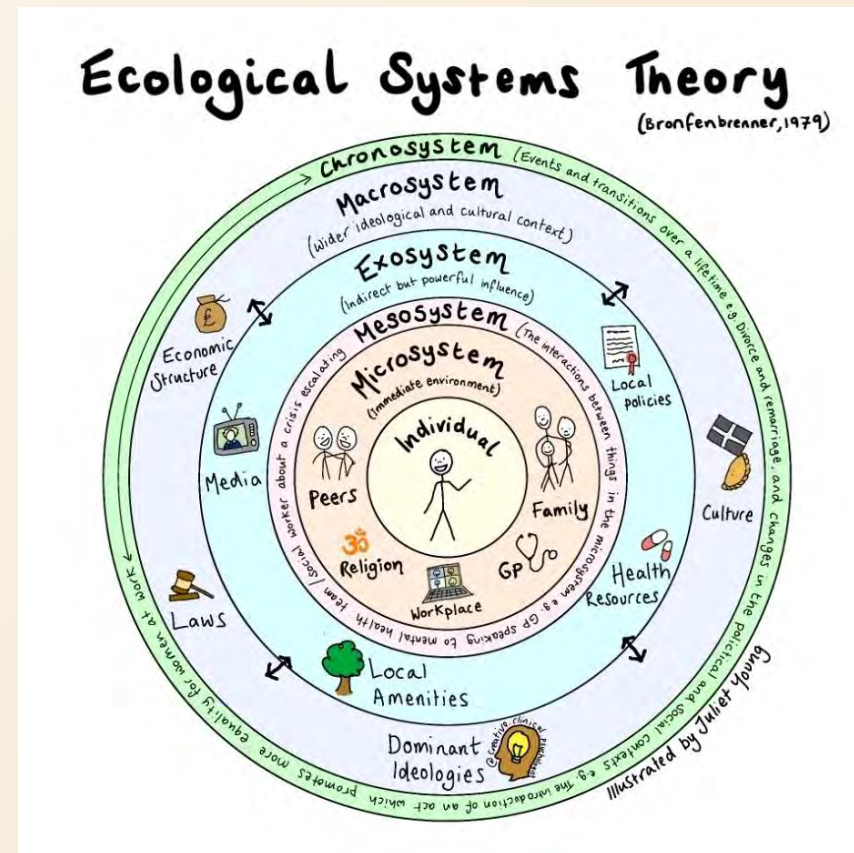
When meeting parents for the first time, establishing rapport and maintaining consistent communications. Calling, texting, or emailing parents positive updates periodically to help them be more receptive when having challenging conversations.

Person in Environment

A person in environment approach evaluates all parts of a person's environment to understand behaviors and shift the “problem” perspective to “a result of a system of interactions”.

Understanding PIE when having conversations with parents

- Allows you to get context regarding home life that may directly affect their behavior
- Encourages collaboration and partnership- utilize open ended questions to deepen your understanding of the situation
- Creates a space for empathy and vulnerability
- Provides a space to connect before attempting to correct behaviors.



Reformative Approach

Transforming “negative” communications into conversations with positive outcomes for the children.

- Initiate by acknowledging that some conversations can be difficult
- Reinforce the partnership “It is important for us to have this conversation as we are working toward a common goal”
- Utilize clear language, leaving no space for misinterpretations
- Approach the conversation with the intent to listen actively
- Listen to understand, not to respond



Reframe the words used

Retain -> Remember

Proximity-> Near

Do Not -> Don't

LAFF don't CRY

L A F F	Listen, empathize, and communicate respect Ask questions, and ask permission to take notes Focus on partnering to resolve the issue Find a first step
Don't C R Y	Criticize parents, additional teachers, or children React hastily and promise something that you cannot deliver Yakety-yak-yak (Limit unnecessary talk)

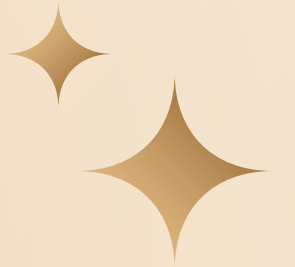
References

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THANK YOU FOR WATCHING!



Case Scenario



Martin, a 5-year-old child has been struggling to build peer relationships and pushes classmates during play time. When discussing the behavior with his parents they state, “That can’t be right, he gets along with all the neighborhood children” **How do you approach this?**



Parent Statement

Parent has observed their child interact with familiar children. There is denial about the concern brought up by the provider/teacher.

