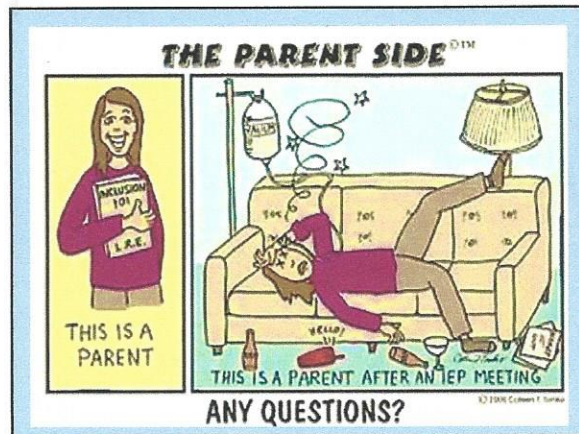


*Collaborating with Schools:
Be Confident, Firm AND Nice!*

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Conflict

<u>EDUCATION SYSTEM</u>	<u>PROFESSIONALS & PARENTS</u>
Limited resources	Ineffective communication
Staff attrition	Poor collaboration skills
Restrictive mandates	

Conflict With Schools

What the parents think they are saying...

My child isn't learning.
Help!

Conflict With Schools

What the teachers are hearing...

You're not doing enough to help my child!

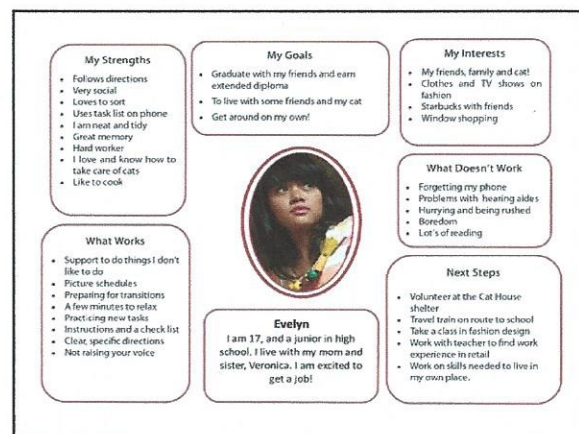
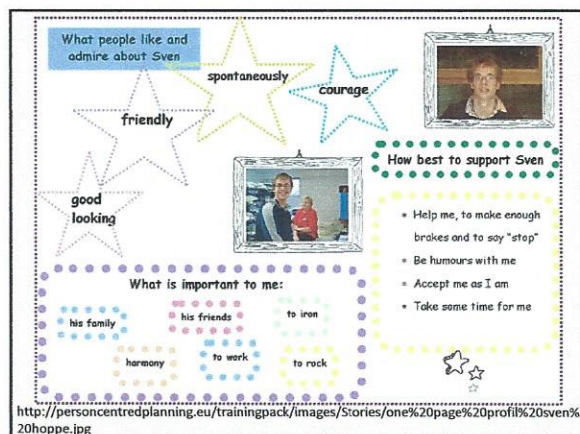
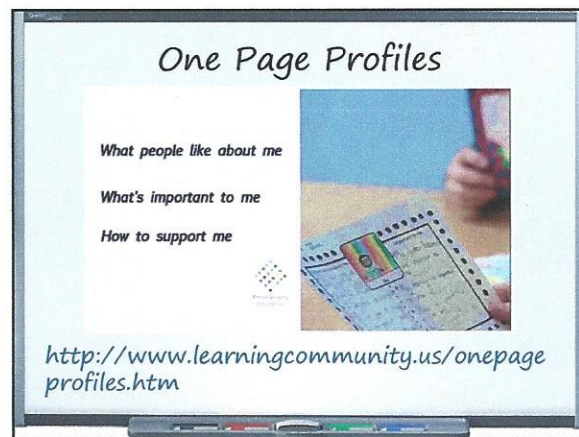
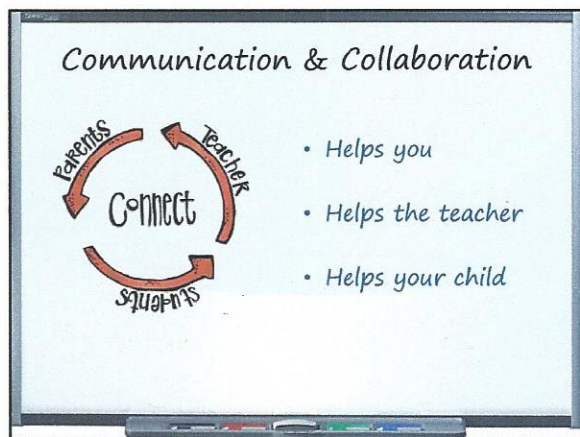
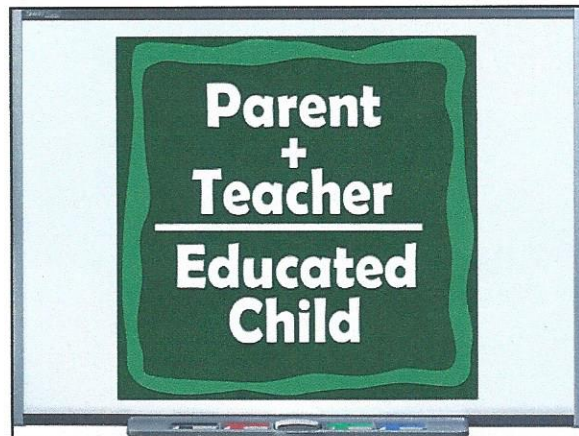
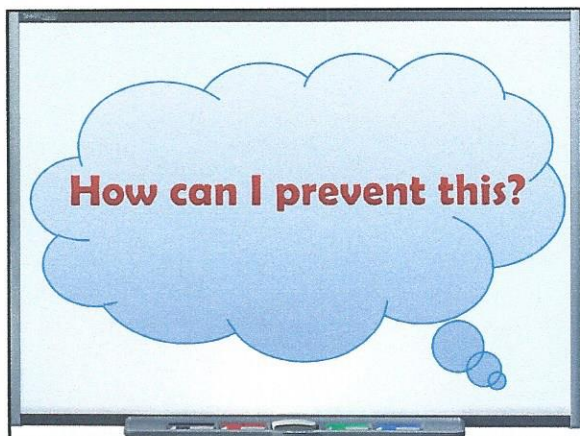
You are incompetent.

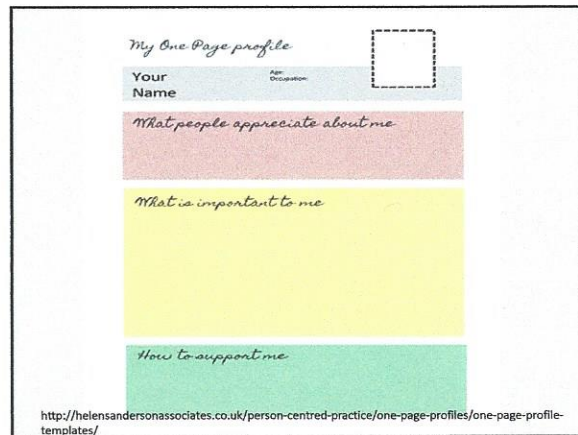
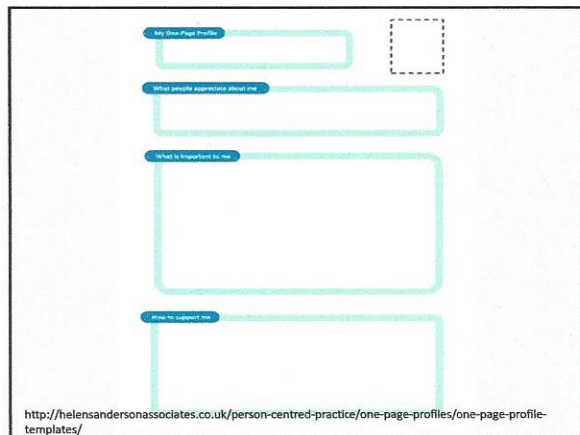
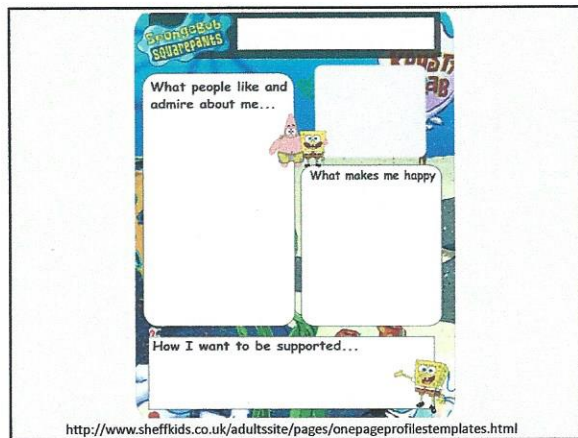
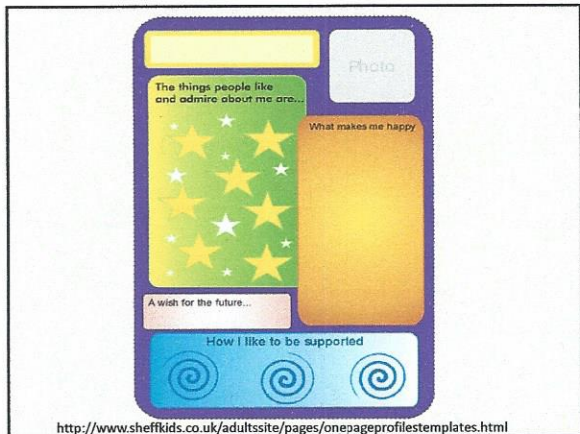
Conflict With Schools

Leads to...

- Teacher becoming defensive/offensive
- Emotions taking over
- Communication breaking down

The illustration shows two stylized human figures facing each other. A complex, tangled web of lines connects their heads, symbolizing a breakdown in communication.





Communication & Collaboration

Regular communication with the teacher is key!

- Keeps the lines of communication open
- Prevents misunderstandings or escalating situations

Communication & Collaboration

Talking points...

- Share observations
- Identify and discuss the child's strengths and interests
- Clarify the instructional program
- Acknowledge emotional reactions to the situation
- Strategize together

Communication & Collaboration

If you have a question or concern, address it immediately!

- Much easier with already established rapport
- Regular communication → Less frustration
- Upset feelings → Don't use email

Communication & Collaboration

Sentence Starters

- "I'm concerned about my child's..."
- "Help me understand..."
- "What was the goal of this assignment?"
- "Have you considered..."
- "I've noticed..."
- "It seems as if she has a harder time doing _ when _"
- "Her IEP provides her with _ . How does that look in the classroom?"
- "How can I help?"

Respect

GIVE IT



TO GET IT

www.quotethoughts.com

Negotiation



negotiation

noun | ne-gō-ti-ā-tion | \ni-ˈgō-shē-ˈā-shən, -sē-ˈ

: a formal discussion between people who are trying to reach an agreement : an act of negotiating

<https://www.merriam-webster.com/dictionary/negotiation>

Principled Negotiation

People	Separate the people from the problem
Interests	Focus on interests, not positions
Options	Generate a variety of possibilities before deciding what to do
Criteria	Insist that the result be based on some objective standards

Fisher, R., & Ury, W., Patton, B. (2011) Getting to Yes: Negotiating Agreement Without Giving In. New York: Penguin Books.

People Separate the people from the problem

Remember that this is not a personal attack!

- Try to see the situation from the other's perspective
- Actively listen to the other party (give the speaker your full attention, occasionally summarizing the speaker's points to confirm your understanding)
- Try using "I" statements, such as "I feel" or "I think."

Interests Focus on interests, not positions

Identify shared interests

- Explain your interests clearly
- Discuss these interests together looking forward to the desired solution
- Refrain from focusing on past events
- Focus clearly on your interests, but remain open to different proposals and positions

Options Generate a variety of possibilities before deciding what to do

Avoid obstacles to creative problem solving

- Keep an open mind!
- Broaden the options on the table rather than only look for a single solution
- Remember that you are working together as a team – it's not up to the teacher alone to find a solution
- Refrain from judging suggested options

Criteria Insist that the result be based on some objective standards

Focus on what is legitimate and practical


- Ask for the reasoning behind a new suggestion if you're unsure of it
- Never yield to threats or pressure – only to principles

Preparing for Difficult Negotiations

- Increase your personal awareness
- Stay focused on your goals and common interests
- Maintain empathy



The role of emotions



When Negotiation Doesn't work

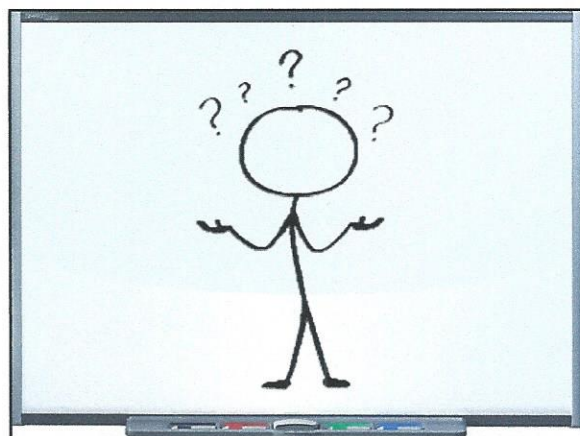
Things to consider...

- Timeline
- Costs vs. benefits to resolving the situation (or not)
- Is there a different approach?
- Is it time to consider Mediation or Due Process Hearing?



ALONE TOGETHER
WE CAN DO SO WE CAN DO SO
LITTLE MUCH

HELEN KELLER



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