

The parents of today's students come to us in a variety of emotional states. They may be:

- * feeling stressed and guilty;
- * less respectful of authority;
- * cynical and distrustful of education and schools;
- * viewing schools as a service to be "consumed";
- * disengaged

CSAANYS



When a parent arrives at the classroom door they may be in one of many emotional states; this state often determines the type of interaction you have with the parent. By being able to recognize an emotional state and using a few practical tactics, even the most volatile situation can be diffused. The common emotional states are: troubled, angry, afraid, and neurotic.

Troubled Parents



Parents that fit in this category have concerns that are often more open-ended, less easily articulated and yet more deeply felt. Troubled parents find it difficult to trust the teacher's ability to handle situations.

\$1.00/each -members (orders over 50 and above = \$50.00 for the first 50 then \$25.00 for each 50 after). \$2.00 each for non-member price.

A booklet written for ALL teachers, new or veteran. Understanding that good communication skills constantly need to be honed, this brochure provides tips, tools, and information on how to communicate effectively with parents.

To order copies, contact

csaanysoffice@twc.com or call 518-280-9807.

THE COMMUNICATION PUZZLE



Tips for Teachers about Communicating with Parents

by Carol Hayes, updated 2020

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