

# DEALING WITH DIFFICULT PARENTS



**SOME PARENTS ARE MORE DIFFICULT THAN OTHERS...**

**M**ost education professionals will agree that managing the parents is far more difficult than managing the students. You'd probably also agree that 5% of the parents cause 95% of the duress.

This niche course was designed by an organisational psychologist specifically for Education Professionals. We also recommend inviting non-teaching staff, so the school has an integrated strategy to deal with difficult parents.

Difficult parents have a knack of weaving around your protocols. So it's important to have a robust strategy in place. Of course parents have a right to air their views. But they don't have a right to menace and cause unpleasantness to staff. Participants will also discover techniques to diffuse a situation quickly before it escalates.



*Because of their size, parents may be difficult to discipline properly.*  
— **P. J. O'Rourke**

*When you become a parent, or a teacher, you turn into a manager of this whole system. You become the person controlling the bubble of innocence around a child, regulating it.*  
— **Kazuo Ishiguro**

## KEY LEARNING OUTCOMES

**At the conclusion of this course participants will be able to:**

- Implement strategies for better managing difficult parents
- Identify common causes of difficult behaviour in parents
- Apply a behavioural style framework to better manage behaviours
- Build rapport (even when it seems impossible)
- Influence difficult parents to achieve a better outcome for the parent, teacher and child
- Fine-tune and clarify your protocols (a chain is only as strong as its weakest link)
- Set boundaries and stay safe when a challenging situation occurs
- Discover how to deflect, diffuse, interrupt and delay the anger
- Differentiate between pathological and situation difficult behaviours
- Revisit your strategy to position your response to unwelcome parent behaviour
- Agree action plans



## NUTS AND BOLTS

### Guidelines

- **Group Size:** An ideal group size is 12–25 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a venue at a small additional cost.
- **Cost:** Upon request.
- **Target Audience:** Education Professionals (and non-teaching staff)

### Look at what you receive within 24 hours at no cost:

- a program outline
- a bio of a proposed facilitator
- program cost
- possible dates (if requested)

## PREFERRED TRAINING NETWORKS

Ph: 1300 323 752 email: [mail@preftrain.com.au](mailto:mail@preftrain.com.au) Web: [www.preftrain.com.au](http://www.preftrain.com.au)



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