

DEALING WITH DIFFICULT PARENTS



SOME PARENTS ARE MORE DIFFICULT THAN OTHERS...

Most 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)

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