



PARENT ENGAGEMENT

EFFECTIVE
COMMUNICATION
WITH PARENTS



EFFECTIVE COMMUNICATION WITH PARENTS

- Building Rapport: Finding Common Ground
- Purpose of the Communication:
Interrogation/Interviewing/Investigation/Gathering Information
- Preparing for Effectiveness: If you fail to prepare ... you should prepare to fail.
- Practice Tips: Strengths and weaknesses

BUILDING RAPPORT

- Finding Common Ground:
 - You are just like your child!
 - Setting Expectations
 - Giving and Receiving Respect
 - Feeling Heard
 - Purpose of the Communication

PURPOSE OF THE COMMUNICATION

- Interrogation/Interview/Investigation/Gathering Information
 - Interrogation: "We have ways to make you speak!"
 - Interview: "Let's see if you are the right person for the job."
 - Investigation: "I am here for the truth."
 - Gathering Information: "I want to get to know you and your family."

PREPARE FOR EFFECTIVENESS

- If you fail to prepare ... you should be prepared to fail.
 - Time
 - Location
 - Research

PRACTICE TIPS

- CJD – Effective attempts vs. checking the box
- Know your strengths and weaknesses
- See value in the parents through the qualities of the child
- Seek permission from Counsel and respect the parameters
- Frequency – “I hope I have not overstayed my welcome.”
- Use of Case Coordinators
- Building Trust: Responsibility to share information
- Messaging to the Court: Would you say that if your client was standing next to you?
- Discretion vs. Indiscretion

CJD 04-06

- CJD 04-06 (V)(D)(4)(c)
 - Personally interviewing the respondent parents, with the consent of counsel ...