



# PARENT ENGAGEMENT

## EFFECTIVE COMMUNICATION WITH PARENTS

Jeff Ruff  
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- 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

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## BUILDING RAPPORT

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

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## 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."

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## PREPARE FOR EFFECTIVENESS

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

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## 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

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CJD 04-06

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

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QUESTIONS?

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