

PARENT ENGAGEMENT

EFFECTIVE COMMUNICATION WITH PARENTS

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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

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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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