Parent Communication

What’s in This Kit?

This training kit helps teachers and administrators understand the importance of positive parent communication and how to effectively deal with difficult conversations in a child care setting using the CLASS technique.

This training program contains the following components:

Expected training outcomes and learning objectives

Preparation and implementation steps

Training talking points and timeline

Training handout

The power point CLASSY Communication (recorded version)

Training Certificate

Expected training outcomes and learning objectives:

By the end of this training, participants will be able to:

* Identify 5 feelings a teacher or director may have that contribute to the difficulty of communicating with parents
* Define the 8 keys to a good 1st impression
* Discuss the time problem
* Examine observed interactions
* Understand the basic steps of the CLASS method for dealing with difficult situations

Preparation and implementation steps:

1. Review all materials in this kit
2. Review the training outcomes and learning objectives
3. Directors should listen to the pre-recorded power point before the staff training. It is your choice, you can use the power point with audio during your training, or you can turn off the audio and present the information yourself. You can also do a combination of both.
4. Review the timeline and talking points for staff training.
5. Gather any items you need to conduct the interactive activity. For this session, the handout is also the activity, so you will make copies of the Communication Style Quiz to distribute during the session.
6. Make copies of the handout for this session.
7. Copy the training certificate for each staff member.
8. Pat yourself on the back for making the wise decision of letting us put together this training for your next staff meeting! 😊

Training Talking Points and Timeline: (based on 1-hour meeting- you can shorten or extend based on the needs of your team)

1. Welcome- introduce topic and learning outcomes. Maybe briefly explain to your team why you chose this topic for your staff meeting training session. Slide 1-2 on power point shares title of training and learning objectives that will be covered. (3-5 minutes)
2. Communication Style Quiz **Activity & Handout**- after slide 3, give each participant a copy of the Communication Style Quiz, briefly explain that before you can effectively communicate with parents or even co-workers it is important to know your communication style at work. Ask each participant to complete the quiz to discover what their communication style at work is and what each of the 4 communication styles mean (descriptions are included for the director or person leading this training session. Spend a few minutes sharing what style each person is- participants can raise their hand based on the style they are, or have them stand, etc. (10-15 minutes)
3. Begin power point (you can play the it with sound or just show the slides and talk about it using these talking points and narrative on slides). Slides 4-8, shares the following ideas with participants
	* 1. Why communication can be difficult in an ECE setting
		2. 8 keys to a good 1st impression
		3. The time problem
		4. Confrontations and what makes parents upset
		5. The importance of observed interactions

 (20 minutes)

1. Using slides 9-14 (you can play the it with sound or just show the slides and talk about it using these talking points and narrative on slides) review what the CLASS technique for having difficult conversations is and how teachers and administrators can use this each day.
	* 1. C- Control your response
		2. L- Listen actively
		3. A- Acknowledge the issue
		4. S- Solutions- look for them
		5. S- Summarize and move on (15 minutes)
2. Give each participant a certificate once training is complete. They can fill in their own names, make sure you change the date on the certificate before you print it to reflect the date the training was conducted. (5 minutes)
3. Congratulations- your monthly staff meeting training is complete!!!