

# Take Control Of Conversations With Emotional And Angry Parents, Reduce Stress, Save Time, Get Parents Onside

## Building Bridges Between Home And School

The Educator's/Teacher's Guide To Dealing With Emotional And Upset Parents



Robert Bacal

Learn to turn difficult conversations with emotional parents from destructive to constructive, reduce stress,, save time and harness the power of school and parent working together.

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The Educator's/Teachers' Guide To Dealing With Emotional and Upset Parents

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A Proud Canadian Author

## Learn To Take Control Of Conversations With Emotional And Angry Parents

Not only do teachers, principals and school staff have to deal with the challenges of working with students in difficult environments, but they face a torrent of time consuming, stressful and unconstructive conversations that occur when parents become emotional, insulting, and aggressive. Most of us are not fully equipped to deal with these emotional conversations.

[Building Bridges Between Home And School: The Educator's/Teacher's Guide To Dealing With Emotional And Upset Parents](#) is written specifically for those that work in school systems, from school trustees, through to the support staff, in fact anyone who interacts with parents and community members.

The goal is simple. Provide sound, specific tactics educators can use to defuse even the most emotional parents, and turn around conversations. You CAN move difficult parent interactions, from destructive and insulting, to constructive conversations. The most important part? It's the CHILD that benefits.

### Unique Strategies That Go Beyond Common Sense

The defusing techniques you'll learn include some of the basics with which you may be familiar, like using empathy and active listening, but you'll learn to use them more effectively. More advanced techniques will be new to you, and you will learn to take control of difficult conversations, stop parents in their tracks who talk AT you, shorten destructive and aggressive interactions, encourage parents to listen to you, and a lot more. There are even chapters on how NOT to take insults personally, and one for principals and school administrators. Educators who speak to groups of people will learn to deal with resistant groups, handle hecklers, and do so while enhance their own credibility.

### About The Author

Robert Bacal is a lifelong educator, teacher and communication expert. His books, primarily published by McGraw-Hill, have sold hundreds of thousands of copies worldwide, and been translated into French, Spanish, Chinese and other languages.

Robert holds an M.A. in Educational Psychology, and completed all Ph.D. course work at the Ontario Institute For Studies In Education. He has worked as a researcher in education, supervised high school practice teaching, and trained teachers in a number of settings including university and college levels.

### What's Inside

#### Chapter 1— Introduction: It Takes A Village

Chapter 1 begins with some quotes from teachers and school administrators who share some of their frustrations about the demands made upon them by parents. Since there are two sides to every story, you'll also see some of the common gripes parents have about interacting with school staff. Later in the chapter the importance of parents and school staff working together is highlighted,

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around the central reality: It takes a village to teach a child.

### **Chapter 2 — Nature of Angry, Hostile and Abusive Behavior**

You can't improve your communication with difficult parents without understanding where angry and emotional behaviour "comes from", since the techniques in this book capitalize on the psychology of angry and difficult behavior. Learn the distinction between angry, manipulative and, and abusive behavior, and how to deal with them.

### **Chapter 3 — Why Do We Have So Much, Verbal Abuse From Adults And How Can We Use What We Know To Defuse Uncivil Behavior?**

We look at why verbal abuse is so common in adults, consider the issue of **adults acting like children**, and explain the origins of destructive communication patterns. We also look at the idea of "automatic scripts", and learn the importance of disrupting the "tapes" that run off in people's heads. You'll also learn about the **psychological needs of emotional parents** and community members.

### **Chapter 4 — Overview of The Defusing Process**

You'll learn the importance of timing and that not only does a constructive conversation depend on WHAT you say, but **WHEN you say it**. You'll learn about the CARP system for communicating in emotional situations, plus the **twelve essential defusing principles**.

### **Chapter 5 — The Art And Science of Self Control**

How can you keep your cool, and "not take" insults, or negative parental comments personally? They ARE personal., Learn techniques to improve your own self-control in tough and emotional situations. We go beyond the "don't take it personally" advice, and tell you HOW to do it.

### **Chapter 6 — Starting Off Successfully**

If you start off a conversation badly, particularly with someone who's emotions are running high, it's very hard to fix the conversation. Eight tactics to get conversations off on the right foot—the importance of building rapport with parents.

### **Chapter 7 — The Art of Cooperative Language — The Power Of Language**

The power of language is really amazing. Very small changes in what you say, the words you choose, and how you say things can make a huge difference. Learn to prevent difficult conversations from escalating, and turn them into much easier, shorter, and more constructive ones. Learn how to make these small changes, and avoid "throwing gasoline on the fire" in emotional situations.

### **Chapter 8 — Verbal Self-Defense Techniques — Control**

Verbal self-defense techniques are designed to encourage parents to listen to you even if they are emotional or angry. Based on martial arts principles of Aikido and Jiu Jitsu, these easily learned verbal tactics are proven to shorten difficult and crucial conversations and get others to listen.

### **Chapter 9 — Acknowledgement Tactics**

Acknowledgement tactics may be familiar to you because they include listening and empathy type statement. We cover these in this chapter, but in a way that's different than you may have come across before.

### **Chapter 10 — Countering Nonverbal Intimidation**

What do you do when a parent of taxpayer gets "in your space"? Find out how to handle this awkward situation with finesse, and without calling attention to the interpersonal space violation. Also, we talk about how to handle people who use their physical presence to put you off balance.

### **Chapter 11 — Referral Techniques**

Learn to take advantage of the "status" of others in your organization to defuse difficult situations, and how to pass

on a parent to someone else without "passing the buck".

### **Chapter 12 — Time Out — Disengaging**

You know all about time outs with children, but here we talk about modifying them to work with adults and parents. It's called disengaging, and allows parents time to reflect, and even apologize when their behaviour has gone "over the line".

### **Chapter 13 — Problem Solving And Negotiations Tactics**

You want to create a climate where you and a parent can work together to problem solve, and that requires some negotiation skills, exchanging information, and defining each other's position and what's important.

### **Chapter 14 — Assertive Limit Setting**

What do you do when interacting with a parent who is so angry, or abusive that there's no hope of progress unless his or her behavior changes? Here are the answers.

### **Chapter 15 — For Principals, Administrators And Managers**

Principals, superintendents, managers and supervisors play crucial roles in supporting line staff — teachers and support staff — in dealing effectively with parents. This chapter provides tactics to use to teach, tutor and lead school staff to interact more effectively with parents.

### **Chapter 16 — The Effect of the Medium—Email and Telephones**

These days a lot of communication between home and school happens via email and phones, so we've included a chapter that explains when and how each medium should be used.

### **Chapter 17 — Audiences, Groups, Crowds and Mobs**

Educational staff often participate in group events, doing speeches and presentations. When you have additional people present the dynamics change. Learn to deal with incidental audiences and bystanders to conversations, and how to speak to difficult groups who may resist the message or information you have to deliver. Powerful techniques, and essential, particularly for administrators who do group presentations.

### **Chapter 18 — Final Comments**

Now that you've finished the book, what comes next? Here you'll find tips and suggestions about transferring what you've learned to your work, so the tactics and skills become second nature -- new and constructive habits.

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