

## What not to do when parents become angry

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- ❑ Do not argue or be defensive.
- ❑ Do not take their comments personally no matter how personal they seem.
- ❑ Do not belittle or minimize the parents' perceived problem nor make it your own.
- ❑ Do not tell the parents that their child's behavior is interfering with your ability to control the class. You can tell the parents that his behavior is interfering with his ability to profit from the classroom activities.
- ❑ Do not promise things you can't do or that are not within your control.
- ❑ Do not interrupt but wait patiently for a chance to speak.
- ❑ Above all, do not raise your voice. It makes you appear angry and frustrated.

## What you can do when parents become angry

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- ❑ Listen and make eye contact.
- ❑ Continue to show respect and model courtesy.
- ❑ Write down what they say as nearly verbatim as possible.
- ❑ Exhaust their list of complaints.
- ❑ Ask them to clarify generalities and make them more specific.
- ❑ Ask for suggestions as to how they think the problem can be solved and write them down.
- ❑ Have an open body posture, arms and hands relaxed.
- ❑ As they speak louder, you speak softer. When you lower your voice, they will have to pause to hear what you are saying.
- ❑ Label the problem not the person.
- ❑ Give credit for any positive they have already done.
- ❑ Have patience.
- ❑ If you have made a mistake, sincerely apologize.

