

Effective Communication 101: When Conflict Arises

Clearly Identify the Problem or Concern

Organizing yourself and being prepared will ensure that you are able to clearly share your concerns.

Understand the Rules

Take time to understand what the school rules and/or expectations are for your child. Also, be clear on the expectations that school has for parents. If those expectations do not sound appropriate do not be afraid to ask questions and offer suggestions.

Listen

Remember to **ACTIVELY** listen to what other perspectives might be offered.

Ask Questions

Do not be afraid to ask questions – never leave confused, always ask for clarity.

Find Common Ground

There is always room for compromise. Remember the good in reaching a solution that is in the best interest of your child.

Create A Plan of Action

If there is an issue that needs to be more formally addressed, talk with the teacher, or other school personnel about developing a plan to specifically address the issue. Clearly outline each person's responsibilities and ways to follow up.

Gather Information, Organize Yourself, Be Prepared

Talk with your child to get their perspective. Take some time to organize your thoughts prior to communicating with your child's teacher or school – preparing the questions you have for the teacher or school in advance might be a useful exercise. Taking a moment to organize yourself will ensure that you do not forget to raise important points or questions.

Suggestions Are Welcome

In addition to questions, do not be afraid to offer suggestions or options that you feel are in the best interest of your child.

Have Patience

Solutions might not be immediate but having clarity of the timeline for solutions and getting answers to your questions is appropriate.

Remove Emotions, Share Facts

Talking to your child's school about an issue can elicit a host of emotions. Take a moment to breathe before talking to the school – explain your concerns clearly and as calmly as possible. This will ensure that you have collected your thoughts.



Please visit our website for more useful resources and tip sheets. If you want one-on-one assistance, please feel free to call our office, we look forward to working with you!

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