

HELPFUL RESPONSES

WHEN COMMUNICATING WITH CAREGIVERS



FRUSTRATED CAREGIVER

- *I can tell you care a lot about your student. (Reframe)*
- *It can be hard to hear your child isn't doing as well as you expected. (Empathize)*
- *A lot of parents feel upset when they hear news their child is struggling. (Validate)*



OVERWHELMED CAREGIVER

- *You want your student to succeed; you're just not sure how you will have the time to help with the homework routine every day. (Reframe)*
- *It sounds like you have a lot of demands you are trying to balance. I hope we can work together to help your student succeed. (Empathize)*
- *It sounds like you expect your child to be in charge of his/her own homework. Many parents want to see their kids become more independent. (Validate)*



DISENGAGED CAREGIVER

- *We both agree your student's in-class behavior could improve, but you don't know how you could help this problem. (Reframe)*
- *It sounds like you've tried meeting with teachers before, and it didn't feel very helpful. (Empathize)*
- *You're not sure you have the time to make a school meeting this week; it sounds like you are very busy. (Validate)*