

# WHEN A PARENT IS ANGRY

## .....Cheat Sheet.....

<b>Stay Calm</b>	Take a deep breath and remember that the anger or frustration you see is being directed AT you but <u>is not about you</u> . Bring the energy down by staying calm, regardless of the parent's words or body language.
<b>Validate First</b>	Show the parent that you HEAR their concern and CARE about what happened. Restate their words and allow them to elaborate: *So you're concerned that Andre is getting picked on... *So you're worried that Sadie feels left out... *So you feel like Maya isn't getting the support she needs...
<b>Ask Questions</b>	Show the parent that you are interested in the problem. Get information that will help you better understand the issue. *When is this happening? Where is this happening? *How often is this happening? When did this start? *How did you learn about this issue?
<b>Give Reassurance</b>	Demonstrate that you are on the parent's and the child's side. Let them know you are ready and capable of handling the issue. *I know we can get to the bottom of this and fix things. *This should absolutely not be happening. Let me find out what's going on. *This sounds like something we should meet about right away.
<b>Focus on Solutions</b>	Once you've heard their concerns, redirect the conversation to solutions or a time to plan a solution. *When are you available to sit down with me to discuss this further? *I need to look into this. Let's plan to talk tomorrow afternoon. *I think I know what needs to happen. Here's what I'm going to do now... Let's check in (plan time).