

# Communicating with Families: 3 Key Steps

When you have a challenging encounter with a parent, you can use the steps below to get things back on track in order to provide the best care for the child you all care so deeply about.

## Step 1: Notice how you are feeling.

Tuning in to your feelings is very important. When you are not aware of your feelings, it is easy for them to interfere in your ability to build strong, positive, relationships with families.

*Adele watches her niece's son, Eduardo, each day—which she really enjoys. But her niece, Tasha, is often late to pick him up and never calls. Adele is really frustrated and angry. She feels it's very disrespectful and that she is being taken advantage of. When her niece does eventually show up, Adele is very abrupt and annoyed in her tone. The two adults barely communicate. Eduardo glances from one to the other and looks very tense. Tasha whisks him away and Eduardo doesn't even say good-bye to his auntie whom he adores.*

Recognizing the impact on Eduardo, Adele decides to talk to Tasha about her feelings and to see about making a plan to help Tasha arrive on time, and at least to call to let Adele know she is running late. When Adele takes the approach of partnering with Tasha in solving the problem, versus blaming her, Tasha is open to discussing solutions.

## Step 2: Look at the interaction from the child's point of view.

Tuning in to the child's experience can reduce tension and lead to joint problem-solving. Take the example of a child throwing a tantrum when their parent comes to pick them up. This situation can naturally make a parent feel incompetent and embarrassed. But if you look at it from the child's point of view, you can reframe the issue in a way that doesn't make the parent feel bad and that also helps them understand the complexity of the child's behavior: *"It seems like Stephanie is trying to tell you, I'm having so much fun with the dollhouse that I need a little time to adjust to the idea it's time to leave for the day."* Or, *"Stephanie has kept her emotions in all day and now that her safe person is here, she can really let her feelings out. It is hard to share a day with so many children no matter how much fun it is."*

In the cases where a child is more cooperative with you than the parent, again, help them see it from the child's perspective: *"Yes, Tony puts his coat on when I ask him to, but that's because he knows I have to help the other kids too. Kids learn quickly that the rules and expectations at home and here can be different. He tells me all about how you make sure he is zipped up and how you always check that he has his hat. He talks about you all the time. It is always hardest for parents and families. Children work things out with the people they are most connected to."*

## Step 3: Partner with families.

Developing a plan together with families on how to handle a child-rearing issue helps you move forward as partners, instead of competitors. For example, if you are trying to teach children not to hit when they are angry, but the parent hits the child to discipline them at home, you can:

- ▶ **Use "I" statements.** *"I know we are both concerned about Erica hitting other kids when she's here. I really work with the kids on finding other ways to show angry feelings. I don't hit them because when adults hit children when they are angry, it teaches children to hit as well when they are mad."*
- ▶ **Ask for the parent's perspective.** Clarify the parent's feelings and beliefs on the issue. Ask questions to learn, not to pass judgment: *"What are acceptable ways to you for Erica to express her angry feelings? What do you do at home? What do you find works? What doesn't work? Would you be open to finding ways to discipline her other than hitting?"*
- ▶ **Most important: Look for a place to compromise.** Ask the parent if they have ideas for next steps. What can the two of you agree on? What can you both work on? For example, *"We both agree that Erica needs to find other ways to show her anger besides hitting. One strategy that seems to work here is to have her stomp her feet as hard as she can to get her mad out. Are you comfortable with that? I also tell her that if she needs a break, she can curl up on the couch with her teddy bear. Are these strategies you think you might want to try at home?"* (If not, ask the parent(s) what they would be comfortable with.)

## Finally, don't forget to check in.

A relationship is a living thing that grows and changes over time. It's important to check in with families to see how things are going, how your agreed-upon plan is working, and where you might need to make some adjustments. Communication is the key to making any partnership work.

<https://www.zerotothree.org/resources/92-how-to-communicate-with-parents>

