



# **Building Bridges Between Home And School: The Educator's/Teacher's Guide To Dealing With Emotional And Upset Parents**

*Robert Bacal*

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Teachers, principals, school administrators, even school support staff know that it "takes a village to educate a child". Unfortunately, educators, parents and tax payers are often on different sides of issues, and work at cross purposes. Teachers get frustrated and stressed, and parents get **angry, upset, and often aggressive and hostile towards school staff**, often because they care so much.

In this practical and hands-on book, teachers, administrators and school staff can learn to deal with even the most difficult parents, even those who are insulting and challenging.

You'll learn over 100 hands-on, practical tactics to:

- Take control of difficult conversations with parents
- Maintain your own self-control when interacting with upset, and even abusive parents and members of the community.
- Reduce the time and stress involved in dealing with uncooperative parents.
- Apply the Psychology of anger, and basic psycholinguistic elements to establish rapport and bridges when conflict happens.
- Apply basic principles of Jiu\_Jitsu and Aikido to difficult conversations.
- Stop verbal abuse cold, while maintaining a professional demeanor and focusing on the welfare of the student.
- Handle non-verbal intimidation tactics smoothly and safely.
- Set limits and apply them to difficult interactions when the gentler methods of verbal self-defense fail.

Ideal for teaching staff, but also school principals, school superintendents and school board officials -- anyone who deals directly with parents and community members. Included is a special chapter for principals and administrators with tactics to use to support teachers and staff in building bridges with the community, rate payers, and parents.

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