

Techniques for Defusing



Angry Parents and Students

Earl Brown

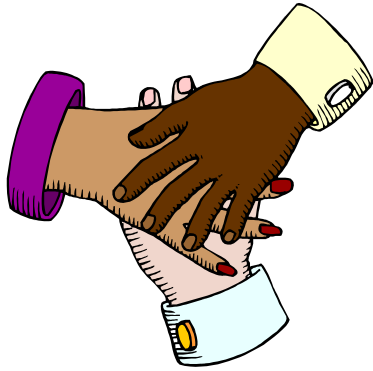


I. Creating a Structure

A. Schoolwide Components

B. Classroom Components

C. Delineating Common Area Expectations



II. Testing for Ownership

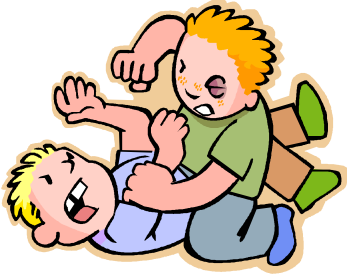
A. Students

B. Teachers (including paraprofessionals)

C. Administration

D. Parents

III. How to Work with Student/Student Conflict



A. Body Language

B. Verbiage

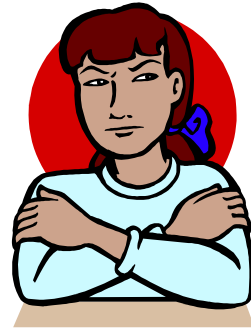
C. Bystanders

D. Consequences vs. Punishment

E. Resolution

IV. How to Work with Student/Teacher Conflict

A. Body Language



B. Verbiage

C. Blame/Shame

D. Consequence vs. Punishment

E. Resolution

V.How to work with Parent/Teacher Conflict



A. Body Language

B. Verbiage

C. Setting Agendas

D. Facilitating a conference between the student and parent

E. Post Conference

F. Resolution