



MFERD
MILLAT FOUNDATION FOR EDUCATION
RESEARCH & DEVELOPMENT

BRIDGING THE GAP BETWEEN SCHOOLS AND PARENTS

“EFFECTIVE COMMUNICATIONS”

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- Dealing with Parents
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Moment of Truth

STAFF TRAINING FOR APPROPRIATE COMMUNICATIONS

Attitude while dealing with parents and students

- Be polite and patient
- Focus on positive attributes of their child
- Never talk in front of the child
- Maintain secrecy to the child of your meetings with parents
- Keep observation book and required material ready
- Guide parents
- Listen first, talk later
- Be motivating



Dealing with Parents

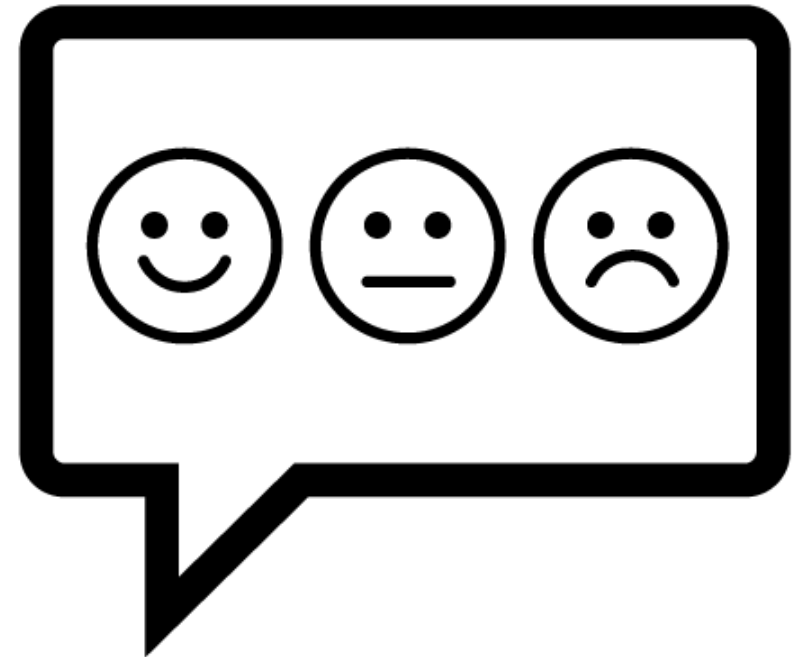
- How you speak is more important than WHAT you speak
- Be truthful and speak confidently – Remember, they trust you for their future
- Always be prepared for the meeting and also be prepared for the worse that can happen
- Never lose your ground – your center
- Don't try to control or command – Be a good listener and offer help

Communicate with Parents

Sequence	Type of Communication	What to do	How to involve
First Meeting	Orientation	Share Plans for the year	Ask for Suggestions
Second Meeting	Workshop	Give updates and announce new initiatives	Seek Collaboration and support
Third Meeting	Annual Day	Present Analysis and Achievements	Offer details and Win Trust

FEEDBACK AND UPDATES

- Educative in nature
- Timely manner
- Be sensitive to individual needs of the student
- Skill and specific knowledge
- One-on-one meeting
- Give genuine praise
- Provide a model or example
- Conduct regular surveys to ascertain parental satisfaction and devise strategies to improve



PARENTAL SUGGESTIONS

- Don't treat it as a complaint- it's an opportunity for improvement.
- Invite communication via,
 - Email,
 - Suggestion Box,
 - Appointments with the concerned authorities
- Share the action taken in a time bound manner

COMMUNICATION IN CRISIS

How should we communicate with parents in crisis

- Be positive
- Do use the “Communication sandwich”
- Do encourage dialogue
- Do not be over judgmental
- Do not attempt to defend the indefensible
- Parents friendly environment

