

Facilitator's Guide for DVD: *Talking to Parents About Sensitive Issues*

The *Talking to Parents About Sensitive Issues* video can be used as a guide to help professionals communicate their concerns to a parent or care giver. There are two suggested ways to use the video in team meetings and as a learning tool with staff:

1) The first suggestion is to stop the video at indicated times to pose questions or have a group discussion before hearing the information on the video. Then use the video to look at best practices.

- or -

2) The second suggestion is to stop the video at indicated times to ask staff questions or have a group discussion after hearing the information on the video. Encourage group participation to recap on best practices.

Suggestion 1 – Before hearing the information

Before starting the video ask or discuss with the group:

What type of concerns might you address with a parent? (learning, social, physical)

What concerns for you have come up with you as a result of past meetings with parents/caregivers?

At minute 2: 14, stop the video and ask:

What are the steps you need to take before meeting with a parent? (What, Who, Where and When)

What are some things you can do throughout the conversation? (Attitude, body language, participation, referrals, parents know their child best, etc.)

At minute 9: 52, stop the video and ask:

What are some reactions you would expect from parents?

What are some ideas or tips on how to handle bad reactions?

See the red box for Discussion Questions at the End of the video.

Suggestion 2 – After hearing the information

Before starting the video ask yourself or the group:

Has anyone had to address concerns with parents?

At minute 1:11, stop the video and recap on the concerns from the video:

The type of concerns you might address with a parent (learning, social, physical, etc.).

Address why it may be difficult for a professional to talk to a parent (confidence, nervous of bad reaction).

At minute 8:59, stop the video to recap on the before and during a conversation:

Recap on the information about **before the conversation**: who, what, where and when

Recap on considerations for **during the conversation**: attitude, body language, participation, parents know their child best, referrals, etc.

At minute 16:15, stop the video and recap on Dealing with reactions to Difficult News:

Recap on the dealing with general reactions. Then recap on the 3 common Anger, Denial, Guilt/Blame

Discussion Questions at the End

What helpful tips or information from this resource will you be able to apply when working with families?

Is there anything the DVD didn't cover that you still have questions about?