

TEACHERS' GUIDE

HOW TO DEAL WITH  
PARENTS WHO ARE

**ANGRY,**

**TROUBLED,**

**AFRAID,**

OR JUST SEEM CRAZY

Elaine K.  
**McEWAN-ADKINS**

CORWIN

*Thank you*

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Please enjoy this complimentary excerpt from *How to Deal With Parents Who Are Angry, Troubled, Afraid, or Just Seem Crazy* by Elaine K. McEwan-Adkins. Use this template as a guide for preparing what to say during an assertive intervention with parents.

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**FIGURE 6.2** Assertive Intervention Planning Form

| <b>Prompt</b>  | <b>Statements to Be Presented</b> |
|--|-----------------------------------|
| Name the behavior you want the parent to eliminate.  |                                   |
| Explicitly describe the behavior. Focus on what the parent is doing that most interferes with working collaboratively to bring out the best in the child. If you can't sum up the problem in one or two short statements, you are tackling too much at once. |                                   |
| Provide one or two specific examples of the behavior that you or others have observed, making sure that they adequately illustrate the impact the behavior is having.  |                                   |
| Describe your personal feelings about what the parent is doing; for example, shocked, distressed, embarrassed, or disappointed.  |                                   |
| Clarify what is at stake for the parent if the behavior persists; for example, describe how it is affecting the parent's reputation in the school and community.   |                                   |
| Identify your contribution to the problem. For example, if the problem is a persistent one and to date you have avoided confronting the parent, express regret that you have not done so sooner, and offer a possible reason for the delay.                  |                                   |
| Strongly state your sincere desire to resolve the issue with speed. Indicate your willingness to move forward together, and include your expressed belief that eliminating the behavior will be an advantage to the parent as well as to the school.         |                                   |
| Invite the parent to respond.  |                                   |

**FIGURE 6.3** Assertive Intervention Script

| <b>Prompt</b>  | <b>Statements to Be Presented</b>   |
|--|---|
| Name the behavior you want the parent to eliminate.  | Mrs. Martin, I want to talk with you about the unkind and untrue things you are saying about me as a result of our meeting over your son's transfer.                        |
| Explicitly describe the behavior. Focus on what the parent is doing that most interferes with working collaboratively to bring out the best in the child. If you can't sum up the problem in one or two short statements, you are tackling too much at once. | You are gossiping to others about me.   |
| Provide one or two specific examples of the behavior that you or others have observed, making sure that they adequately illustrate the impact the behavior is having.  | For example, yesterday you bragged to the principal and two teachers about exactly how you put me in my place.  |
| Describe your personal feelings about what the parent is doing, for example, shocked, distressed, embarrassed, or disappointed.  | I'm extremely disappointed in you and very distressed in how you are spreading rumors and gossiping about me.   |
| Clarify what is at stake for the parent if the behavior persists; for example, describe how it is affecting the parent's reputation in the school and community.   | Your behavior seriously damages your reputation as a caring parent in the eyes of other parents and faculty members and provides a poor role model for your son as well.    |
| Identify your contribution to the problem. For example, if the problem is a persistent one and to date you have avoided confronting the parent, express regret that you have not done so sooner, and offer a possible reason for the delay.                  | I should have talked to you the first time somebody told me what you were saying about me, but I ignored the situation thinking you would realize how inappropriate it was. |
| Strongly state your sincere desire to resolve the issue with speed. Indicate your willingness to move forward together, and include your expressed belief that eliminating the behavior will be an advantage to the parent as well as to the school.         | When you leave my classroom today, I would like to know that we won't ever have to have this discussion again.  |
| Invite the parent to respond.  | Tell me what you think is going on here.  |