

Coaching Families Through Conflict

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Setting Our Intention

When elephants fight, it's the grass that suffers
-African Proverb



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Why Are We Here?

By the end of the session, you will be able to:

- Identify causes of conflict for families of students with disabilities
- Understand strategies available to help coach families through conflict
- Use a variety of skills to move families once they are in conflict



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Agenda

- Conflict
- Cultural differences
- Communication and listening skills
- Scenario/Role Play
- Challenges
- Being a coach
- CADRE Resources



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Introductions



- Name
- Role/position
- Name someone who inspires you



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Layers of Conflict



- The child
 - Abilities of the child
 - Needs of the child
- How best to meet needs
 - Service/placement
 - FAPE
- Interactions
 - Communication
 - Relationship



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Layers of Conflict (cont'd)



What other sources of conflict effect families of students with disabilities?



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Dimensions of Conflict

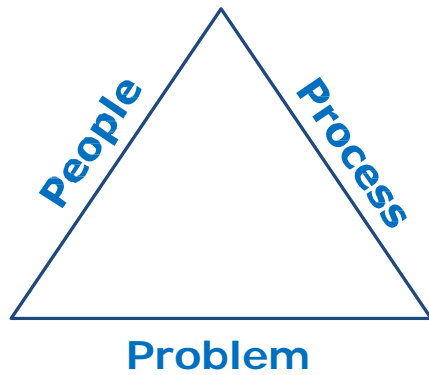
- Think about a parent/family you have worked with in the past that had conflict with their child's school.
- Write down a few words that summarize the concerns.



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Dimensions of Conflict



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Dimensions of Conflict

- Review the issue you identified previously.
- Discuss with your group what dimension of conflict the issue aligns with.
- Place your post-it on the chart on the side of the triangle that aligns with the conflict.



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CONFLICT



What comes to mind when you hear the word “conflict?”
How does your perception impact your response to conflict?



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Conflict Reframed



Change means movement.
Movement means friction. Only in the frictionless vacuum of a nonexistent abstract world can movement or change occur without that abrasive friction of conflict.
- Saul Alinsky



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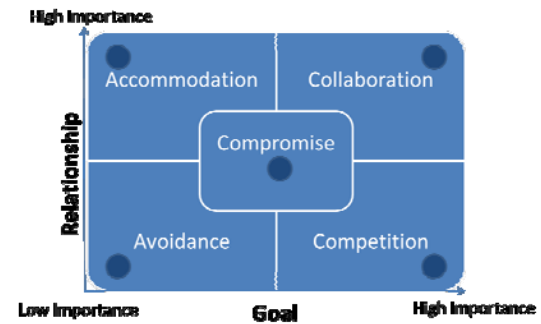
How Do You Respond to Conflict?



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How Do You Respond to Conflict?



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How Do You Respond to Conflict?

Discussion questions

- How does understanding your own conflict style impact your ability to support parents in conflict?
- How can you use this information to change how you provide support to parents?
- What ways can you coach parents into responding differently?



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Bias

Noun

a particular tendency, trend, inclination, feeling, or opinion, especially one that is preconceived or unreasoned.



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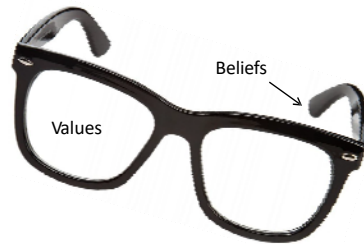
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The Glasses That Shape Our View

Our perspectives come from:

- *Beliefs* – specific ideas about the world we hold true, largely unproven
- *Values* – represent what we believe as important about the life and individual behavior

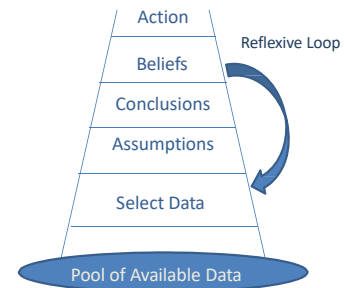
(Evans & Vaandering 2016)



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The Ladder of Inference

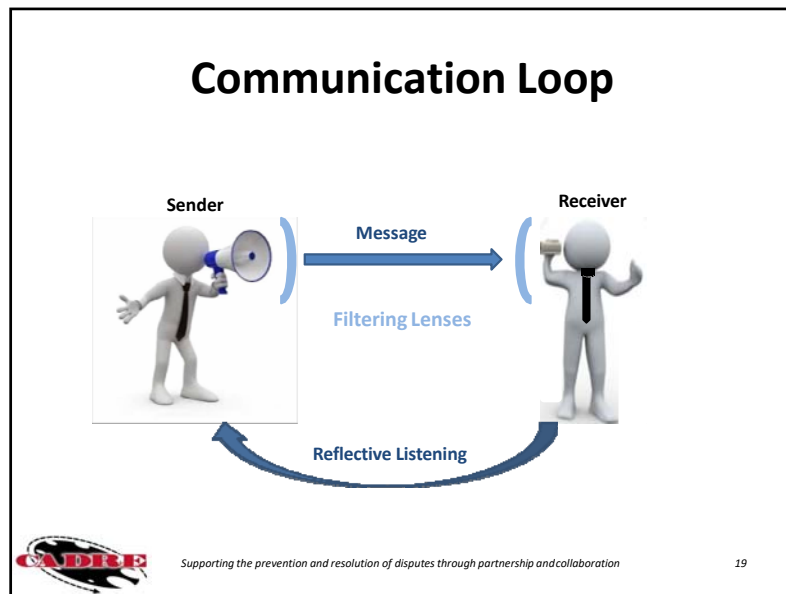


(Argyris, 1970 and Senge, 1994)



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Effective Listening

Basic skill clusters for effective listening:

Attending Skills	Responding Skills
<ul style="list-style-type: none">• Contact (distance, eyes, touch)• Gestures• Body language• Interested silence	<ul style="list-style-type: none">• Reflect content, emotions, meaning• Ask open-ended questions• Summarize and clarify



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Tips for Communicating Effectively

- Be mindful of your emotional pressure
- Focus positively on your goals - suppress negative expectations
- Prioritize issues
- Listen to understand other perspectives
- Ask questions for clarification
- Rephrase and restate
- Be open to multiple solutions
- Keep the focus on the student
- Remember you are human



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Positions and Interests

Positions are:

- Declarative
- Fixed
- One solution
- The "What"



Interests are:

- Hidden
- Underlying need
- Open to many solutions
- The "Why"



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Position or Interest?

- My daughter needs 45 minutes of language therapy, daily.

Position

- I am worried about my son running away from me on the walk home from the bus stop. Is door-to-door drop off available?

Interest

- Students in my class must complete all their assigned classwork and homework in order to attend the end of year fieldtrip.

Position



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Questions for Uncovering Interests

- What will you gain if you get what you're asking for?
- What do you think will happen if we do ___?
- Can you explain how this is important to you?
- How does this solve the issue?
- What is standing in your way?
- How will this affect your child?



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Relationships and Trust

- Integrity
- Transparency
- Personal regard
- Responsiveness



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Scenarios



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How To Coach Effectively

- Accept & legitimize
- Allow venting
- Stay solution-oriented
- Separate personal emotions
- Help surface interests
- Connect to resources
- Remain positive
- Prioritize issues
- Identify topics that will cause conflict and prepare
- Brainstorm multiple options for resolution
- Inform regarding DR options



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Challenges



- What do you see as the biggest challenge to helping families through conflict?
- What limits your ability to coach effectively in your job? Personal life?
- What role do you see school personnel having in coaching families through conflict?



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Online Learning Series

- *Working Together Series*
 - For educators and family members
 - 5 courses
 - Facilitator guide
 - Available in Spanish!
- *Your Journey to Self-Determination*
 - Student modules
 - 4 courses



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Using CADRE Webinars

CADRE offers a series of webinars that can assist in professional development.

- [Self-Care Strategies for Families with Children with Disabilities](#)
- [Productive Conversations Through Empathy](#)
- [Perfect Together: Aligning and Leveraging State Education Agencies and Parent Centers in Shared Work](#)



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Can't Find What You're Looking For?

For Families

View [CEA](#) [Resources](#)

<p>State Agency & Parent Center Information</p>  <p>A map portal providing contact information for state education agencies, early intervention lead agencies, and federally funded parent centers.</p> <p>Learn More</p>	<p>Steps to Success</p>  <p>Offers specific communication skills that may be helpful to parents as they develop and maintain partnerships with their child's school.</p> <p>Learn More</p>	<p>Educational Advocates: A Guide for Parents</p>  <p>This resource provides families interested in hiring an advocate with questions to consider and highlights additional resources available to families.</p> <p>Learn More</p>
<p>Working Together</p>  <p>Five interactive self-directed courses that provide families and educators with a number of strategies for resolving together and through conflict.</p> <p>Learn More</p>	<p>Dispute Resolution Parent Guides</p>  <p>Five parent guides for IDEA Part B Dispute Resolution, available in English and Spanish.</p> <p>Learn More</p>	<p>Dispute Resolution Family Guides</p>  <p>Four guides on Part C dispute resolution processes, a comprehensive chart, commonly used terms, and more!</p> <p>Learn More</p>



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Additional Popular Resources

<p>Steps to Success: Communicating with Your Child's School</p>	<p>Educational Advocates: A Guide for Parents</p>	<p>Frequently Asked Questions on Mediation (FAQs)</p>
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[Order publications online!](#)



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Questions



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Need More Information?

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www.cadeworks.org

Contact CADRE via email
dcruz@directionservice.org

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