

How to have better conversations with parents



1

Be prepared!

Do you have all the information you need? Take heed of any relevant practice or formal guidance from others.



2

Listen

Like anyone, parents want to feel heard. Reflect back to show you have understood what they have said to you.



3

Put yourself in their shoes

The pandemic has added to the pressures and demands on parents. They may have had negative experiences with their child's school or their own time in education.

Bear these factors in mind. Withhold any judgements and don't use jargon.



4

Be honest and open

It's ok to acknowledge if you don't yet have the answers needed to resolve a situation.



5

Set targets and follow up

Agree next steps, set a date for review and follow up. This will help to build trust.