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COMMUNICATING WITH PARENTS WHEN THEY DON'T WANT TO HEAR IT Working with Parents in Denial

There are times when a professional needs to communicate some concern or issue about a child or children that the parents do not want to hear. It may be too threatening, too scary, or they may feel implicitly criticized as a bad parent which they cannot tolerate. The professional however must follow through with such difficult communication or betray both his/her professional ethical standards AND the child or children who are at risk for further and increasing problems due to the sensational issue. This training guides the profession on how to have that difficult communication.

1) Cleopatra and Cleopatrik: The Queen and King of the Nile... that is, the Queen and King of Denial

3 Parental Fears

2) Something "Off"

3) Customers or Clients?

4) The Four E's

1> Education

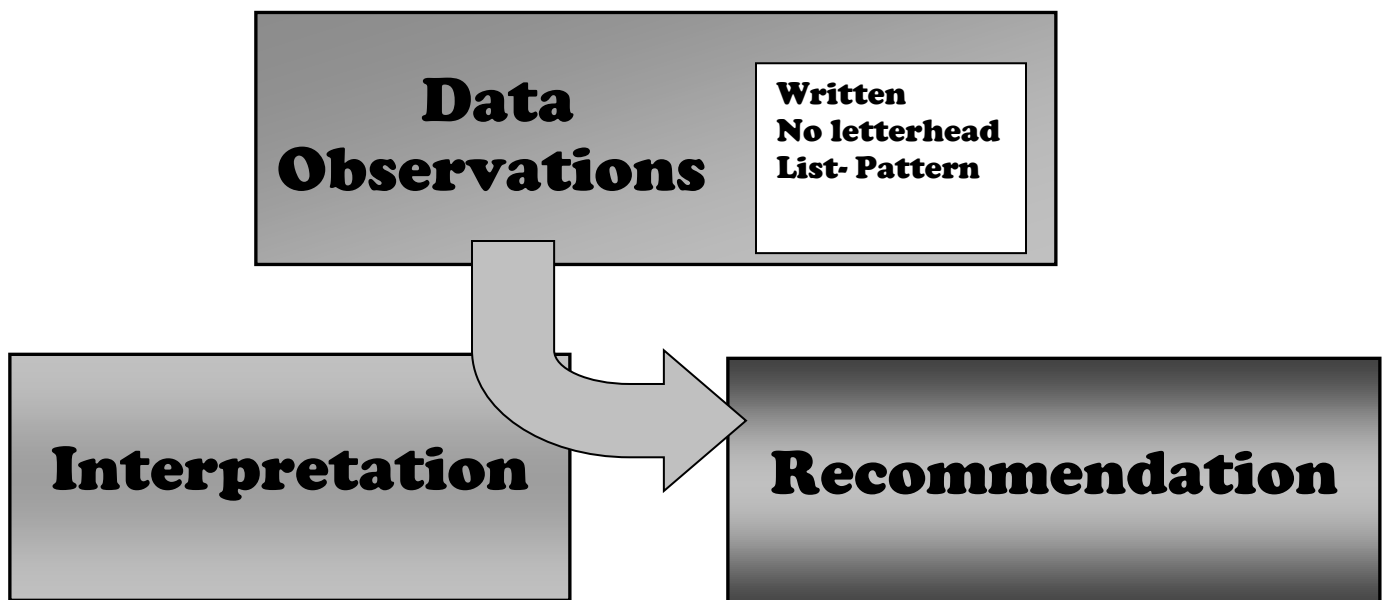
2> Experience

3> Expertise

4> Ethics

5) Meeting Greeting & Physical Set-Up

6) Process



7) How to Say What You Aren't Allowed to Say!