

PROFESSIONAL



Parent Dialogue

— Spoken Dialogue



STEP 0

Get ready



→ **Stay curious**

What might matter to the parent?

→ **Be clear about the purpose**

What do I want to achieve through this dialogue?

Gather your facts

→ What do I know, and what do I still need to find out?

→ **Find peace**

How can I steady myself in relation to the feelings that may arise when speaking with the parent?

STEP 1

Create focus and align expectations



→ **Create focus**

What is important for you that we talk about today?

.....

Set the tone

→ I'm glad we have the chance to talk so we can work together to find a good way forward for (child's name).

→ **Show empathy**

I can understand that this has been difficult ... that you have been worried.

→ **Align expectations**

So the purpose of our conversation is...
Does that match what you were hoping for?

STEP 2

Ask questions and explore



→ **Ask follow-up questions**

Could you tell me a bit more about...?

.....

→ **Explore the conversation**

What are you hoping might be different?

→ **Offer other perspectives**

Would it be helpful if I shared some of what we have noticed?

What does that make you think?

→ **Explore possible solutions**

What ideas do you have for possible ways forward?

Would you like to hear what I think we could do...? What do you think about that?

STEP 3

Wrap up and agree on next steps



→ **Wrap up**

We need to start wrapping up now.

Could the next step be that we...?

.....

→ **Summarise solutions**

We have now talked about different solutions:
together, we can do x, y, z...

Which of these would you like us to start with?

→ **Agreements**

Can we agree that the next step is that you... and
that I...?

→ **Keep the child's needs in mind**

Thank you for the conversation. It is important
for (child's name) that we have a good dialogue.

NOTE: When you have a spoken dialogue with parents, consider whether it would be helpful to send a brief written summary of the agreements you have made.

Professional Parent Dialogue is a solution-oriented conversation method that can help you maintain professional and constructive dialogues with parents - even when the issues you are discussing are difficult or conflict-ridden.

The method, developed by Arbejdsmiljø København, is used by teachers, educators and school leaders to help navigate difficult conversations with parents.

Experience from schools that have used Professional Parent Dialogue shows that the method can lead to fewer conflicts and complaints, higher parent satisfaction, and improved staff well-being.

Read more at
www.arbejdsmiljoe.kk.dk/professionel-foraeldredialog