



# Positive Guardian Communication

**Why is Positive Communication important to your program?**

**What are examples of opportunities to build relationships with parents/guardians?**

**What should you be aware of and intentional around when communicating with guardians?**

**What are some tactful phrases that can be helpful when wanting to better understand and support parent concerns?**

**Remember to LAFF....**

**L-**

**A-**

**F-**

**F-**

## Reflection Sheet

### **Here's What...**

Write or discuss the information shared in the "Quick Guide to Positive Parent Communication". What information (if any) was new/different, and what information was familiar to you?

### **So What?**

Write or discuss your interpretation of what was presented. How does your program allow you to build positive rapport? Were there any suggestions from the presentation you would like to incorporate? Practice some conversations and use examples from the presentation-be aware of your non verbals, descriptors, etc. What tactful phrases resonate with you? What are some that are more authentic to you? Practice the LAFF protocol with a situation that someone from your group has worked through.

### **Now What?**

Write or discuss your plan of action. What from the presentation do you anticipate using in your next parent conversation? What, if anything, do you plan on doing differently next time you have a parent conversation?