

## Talking with Families about Challenging Behavior

Review the following tips about talking with families from the National Center for Pyramid Model Innovations. Discuss the information with a coach, trainer, or administrator.

### Relationship-Building Practices

Begin the discussion by expressing concern about the child.

Let the parent know that your goal is to help the child.

Ask the parent if they have experienced concern about similar situations.

Tell the parent that you want to work with the family to help the child develop appropriate behavior and social skills.

Tell the parent about what is happening in the classroom, but only after the parent understands that you are concerned about the child, not blaming the family.

Offer to work with the parent in the development of a behavior-support plan that can be used at home and in the classroom.

Emphasize that your focus will be to help the child develop the skills needed to be successful in the classroom.

Stress that if you can work together, you are more likely to be successful in helping the child learn new skills.

### Relationship-Hindering Practices

Begin the discussion by indicating that the child's behavior is not tolerable.

Indicate that the child must be punished or "dealt with" by the parent.

Ask the parent if something has happened at home to cause the behavior.

Indicate that the parent should take action to resolve the problem at home.

Initiate the conversation by listing the child's problem behavior. Discussions about problem behavior should be framed as "the child is having a difficult time," rather than losing control.

Leave it up to the parent to manage problems at home; develop a plan without inviting family participation.

Let the parent believe that the child needs more discipline.

Minimize the importance of helping the family understand and implement positive behavior support.

*Source: <https://challengingbehavior.cbcs.usf.edu/docs/Talking-families-about-problem-behavior-dos-donts.pdf>*