Difficult Conversations with Families: Guiding Questions

Reflect on supportive versus unsupportive conversations with families. Consider the following questions as you watch the videos in the Learn section. Discuss your answers with a coach, trainer, or administrator.

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deo 1: Difficult Conversations: What <i>Not</i> To Do		
1.	How does it seem like the staff member feels at different points in the conversation?	
2.	How does it seem like the family member feels at different points in the conversation?	
3.	In what ways is power held or shared in the conversation?	
4.	What evidence do you see that the relationship is damaged?	
5.	What could the staff member have done differently to make this a more comfortable conversation?	



iae	2: Difficult Conversation: What <i>Io</i> Do
1.	How is this conversation different from the first video?
2.	What evidence do you see of a healthy and trusting relationship?
3.	What strategies did the staff member use to help the family member feel comfortable and valued?
4.	What can you learn from this conversation and apply to your own work with families?