

## **Conflict Management: Managing the Angry Parent**

Estimated time to complete: 25 minutes

### **Course Description**

*SafeSchools Conflict Management: Managing the Angry Parent* course is designed for any school staff member who may need to address the concerns of an angry parent. This includes administrators, administrative support, teachers, guidance counselors, coaches and more. The focus of the course is in listening to parents and determining the reasons which underlie their concerns without escalating the conflict. The goal is to reach a common ground and mutually agreeable solution whenever possible. This course gives course-takers the basic skills to effectively manage these difficult, but common, situations. Includes an excellent array of support resources for instructors and printable reference materials.

### **Common Themes**

- Appropriate for any staff member who may need to manage an angry parent
- Provides a basic primer on conflict resolution methods
- "Active listening" is among the highlighted skills
- Illustrates effective responses through two realistic interactive scenarios featuring correct and incorrect responses
- Focuses on strategies which solve most problems without the need for escalation (when possible)
- Differentiates between common conflicts and dangerous situations

### **Authors**

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### **Training Environments**

*SafeSchools* is ideal for a blended learning environment, complementing in-service or video training, or as a stand-alone training course. The *SafeSchools* approach engages the learner in an e-learning environment; while a Compliance Management System automatically tracks his/her progress through the courses. This assists the district administrator or training coordinator in demonstrating compliance.

For a free evaluation, email [info@safeschools.com](mailto:info@safeschools.com) or call 1-800-434-0154.