

Conflict Management: Managing the Angry Parent

Estimated time to complete: 15 - 20 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

Dr. JoLynn Carney is a faculty member in the Department of Counseling at Penn State University and a Licensed Professional Clinical Counselor. Her research and publications focus on the areas of conflict resolution, youth violence, peer-on-peer abuse, and adolescent suicide. *Dr. Richard Hazler* is a Professor of Counselor Education at Penn State University. He is particularly well known for his work in the areas of bullying, peer-on-peer abuse, and youth violence.

Instructor Support Materials

SafeSchools courses come with instructor materials to aid current training practices. Included with the course are PowerPoint presentations, lesson plans, case studies, assessment, sample memos, policy guides, and support material.

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 or call 1-800-434-0154.