

# Effective Communication When Conflict Arises

## Clearly Identify the Problem or Concern

Organizing yourself and being prepared will ensure that you are able to share your concerns clearly.

## Understand the Rules

Take time to understand the school rules/expectations for your child. Also, be clear on expectations for parents.

## Listen

Remember to actively listen to other perspectives that may be offered.

## Ask Questions

Do not be afraid to ask questions. Never leave confused. Always ask for clarity.

## Find Common Ground

There is always room for compromise. Reach a solution that is in the best interest of your child.

## Create a Plan of Action

If an issue needs to be formally addressed, talk with the teacher or other school personnel about developing a plan to address the issue. Clearly outline each person's responsibilities with specific ways to follow up.

### Gather Information, Organize Yourself, and Be Prepared

Talk with your child to get their perspective. Take some time to organize your thoughts prior to communicating with your child's teacher or school. Preparing your questions in advance may help. Taking this time will help you raise important points or questions when you communicate with the teacher or school personnel.

### Remove Emotions and Share Facts

Talking to your child's school about an issue can elicit a host of emotions. Take a moment to breathe before talking to the school. Explain your concerns as clearly and calmly as possible to ensure you have collected your thoughts.

### Suggestions are Welcome

Do not be afraid to offer suggestions or options that you feel are in your child's best interest.

### Have Patience

Solutions might not be immediate, but having clarity of the timeline for solutions and getting answers to your questions is appropriate.



**Please visit our website for more useful resources and tip sheets. If you want one-on-one assistance, please feel free to call our office.**

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