

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.

Video 1: Difficult Conversations: What *Not* 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?

