

## Reframing Activity

Staff members sometimes struggle with remaining objective and fair with families. It's not uncommon to "vent" sometimes. Read the following statements. Then describe what you would say and do to help staff move toward supporting and communicating with families.

A staff member says...	You say and do...
<p>Eve's mom is pregnant — again. That woman can barely handle the kids she has. I just don't get it.</p>	<ul style="list-style-type: none"> <li>• "I can tell you're concerned about Eve and her family. Tell me more about what you mean and what makes you say that."</li> <li>• "I wonder how Eve's mom feels right now. Do you think she is excited or anxious about the pregnancy? How can we support her and the other children?"</li> <li>• Connect Eve's mother about prenatal resources: New Parent Support programs, prenatal care, etc.</li> </ul>
<p>Every time Alfie's mom comes into the room, she pretends to be on her cell phone the whole time and doesn't even look at me. I know she's pretending because today the phone rang while she was talking!</p>	<ul style="list-style-type: none"> <li>• "Why do you think this is happening? What do you think her experiences have been (with schools, with the program, with teachers, etc.)?"</li> <li>• "What have you tried?"</li> <li>• "Be patient, and keep trying. She needs to know you care and want to talk to her."</li> <li>• Model greeting Alfie's mother. Make an effort to have conversations with her and help her feel connected to the program.</li> </ul>
<p>Dante's mom really pushes my buttons. She just stands there watching us every morning. I wish she would just go to work.</p>	<ul style="list-style-type: none"> <li>• "I wonder how she feels about leaving Dante in the morning. I wonder if she's struggling with the idea of leaving him."</li> <li>• "Families are always welcome to visit whenever they want. What could we do to help Dante's mother feel more comfortable?"</li> <li>• Provide feedback to the staff member so they feel more confident and comfortable having observers in the room.</li> </ul>

I told Jeremiah's mom that he was stealing toys from other kids, and she got so mad. I don't know what is going on.

- "How did you phrase it? How do you think Jeremiah's mom heard your message?"
- "How has your relationship with her been in the past?"
- "What positives have you shared about Jeremiah lately?"
- Help the staff member look for positives to share with the family.
- Ask the staff member to role play conversations with you before talking to the family.