



7 Types of Challenging Parents

1. The Blamer

- a. This parent finds it easier to blame the teacher instead of accepting some of the responsibility.
- b. Diffuser Technique:
 - i. "Sounds like you feel we've made some mistakes."
 - ii. "I am sorry you feel that way."
 - iii. "Let's meet to work on a plan for _____ to succeed."

2. The Defensive Parent

- a. This parent doesn't want to be blamed for anything regarding their child's behavior.
- b. This parent may make excuses for their child's behavior.
- c. Diffuser Technique:
 - i. Listen to the parent's explanation.
 - ii. Acknowledge the parent's feelings and the situation they feel they are in.
 - iii. Empathize with the parent.
 - iv. Invite the parent to a meeting to discuss a plan.

3. The Helicopter Parent

- a. This parent is extremely protective and wants to make sure everything is just right for their child.
- b. Diffuser Technique:
 - i. Recognize the parent loves their child.
 - ii. Inform the parent that not all of their suggestions can be carried out, but you will try to incorporate as many suggestions as possible.
 - iii. Realize that this parent wants to be involved.

4. The Backstabber Parent

- a. This parent says one thing to your face and another behind your back.
- b. Diffuser Technique:
 - i. Gather all information.
 - ii. Address the situation in a professional manner with the parent.
 - iii. "Win 'em with kindness."

5. The Parent Whose Children “Do No Wrong”

- a. This parent says the behavior doesn’t happen at home.
 - i. Respond with, “That is great news to hear.”
 - ii. Then turn it back on the parent by saying, “If he did this at home, what would you do?”
 - iii. If the parent says their child didn’t do it.
 1. Respond with, “Well, I saw him do it.” or
 2. “Even though I didn’t see him do it, the evidence shows that he did do it.”
 - a. Make sure you have evidence.
 - b. Then ask the parent, “How do you feel this should be handled?”

6. The “It’s Not Fair” Parent

- a. This parent says it isn’t fair so they can get their way.
- b. Nothing you do is enough. (and the child might start using this line, too)
- c. Diffuser Technique:
 - i. Tell the parent that being fair doesn’t mean treating everyone the same.
 - ii. Share with the parent that children are treated individually, with their needs considered.
 - iii. But, make sure you are being fair.

7. The Angry Parent

- a. This parent comes across as angry and hostile.
- b. This parent is “in the moment” and not thinking clearly.
- c. The parent attacking you causes you to not think clearly, too.
- d. Diffuser Technique:
 - i. Remember that anger is a secondary emotion.
 1. Identify the parent’s primary emotion – fear, hurt, guilt, frustration, etc.
 2. Use the 9 Step Intervention Approach.