

Handout 12**“Turn around tips”**

When parents ask a difficult question, it is always possible to help:

- Listen with respect
- Show that you have heard by-
- Acknowledge their emotion
- Repeat/re-state/clarify the problem as they have stated it
- Ask what they would find most helpful now
- Ask who they think could help
- Say what information you have about relevant sources of help
- Do not offer advice, or help, unless it is your responsibility or you are sure it will help
- Do not deal with individual issues in sessions
- Be clear about what help you can & cannot give

Encourage them to tell you, or the school, how they get on