

How to Deal With **ANGRY** Parents

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INTRODUCTION

Dealing with angry parents is one of the most stressful aspects of being a teacher or administrator in 21st-century schools. This reference guide contains tips for dealing with difficult parents with an emphasis on being proactive rather than reactive.

1 GIVE PARENTS WHAT THEY WANT

Parents are usually angry because they feel that their child's needs are unmet and that they are powerless to make a difference. Instead of arguing with parents who are upset, listen to them. Find out what they want and give it to them. As counter-intuitive as this tip might seem, pay attention to the things parents want and assess your classroom or school to see if you are providing it.

The list of things that parents want is a short one: (1) effective instructional leadership from the principal; (2) instructional effectiveness from the teaching staff; (3) student learning and achievement from their children; (4) communication from the principal and individual teachers; (5) safety and discipline in their children's classrooms; and (6) opportunities to be involved in meaningful ways.