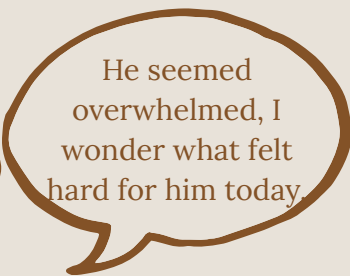
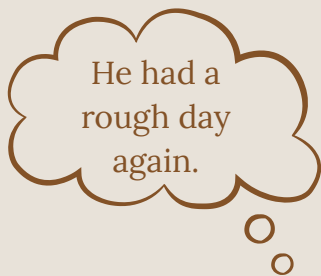
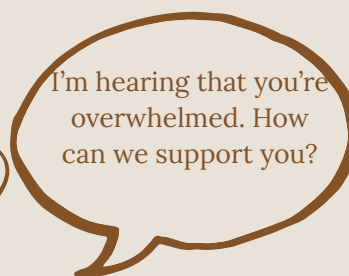


What Families Feel (But May Not Say)

What we might assume...	What might really be happening...
Doesn't attend conferences	Working multiple jobs; ashamed of own experiences
They're defensive about behavior	Fears blame; has trauma around authority
Always running late	Housing instability; unreliable transportation
Doesn't respond to messages	Overwhelmed, prefers verbal communication

Reflection: What's one assumption I've made recently, and what might I have missed?



Step Into My Shoes

Response

What did you notice about how tone and word choice shifted the interaction?

Building Trust Through Language & Practice

Language That Connects		
Default Phrase	Reframe	Why It Works
We need to talk about behavior	Can we connect about how things have been going?	Centers shared support, less accusatory
You're late again	We missed you this morning, is everything okay?	Shows concern, opens space for understanding
He never acts like that here	Tell me more about what you're seeing at home	Validates parent's experience
You need to teach him to...	He's still learning, what's working at home?	Invites collaboration, respects home context
Phrase I'll try next week:		

Family Partnership Toolkit	
• Connection Before Correction • Daily Positive Touchpoints • Curiosity-First Questions • Cultural Snapshot Form • Reflective Listening • Follow-Up After Hard Conversations	• Tools I already use: • Tolls I want to try:

Reflect, Reconsider, Recommit

Reflect: What’s something you’re already doing that matters?

Reconsider: What’s something new you’re still thinking about?

Recommit: What’s one think you’ll try intentionally?