

FAMILIES... are the most important visitors on our premises.

They are not dependent on us,
we are dependent on them.

They are not an outsider in our business,
they are part of it.

We are not doing them a favor by serving them,
they are doing us a favor by giving us the
opportunity to do so.



Nancy Kraft, Project Director

www.kpirc.org

Funded by U.S. Department of Education



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www.kfast.net

Adapted from information from
The Florida Partnership for Family Involvement in Education.



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EFFECTIVE COMMUNICATION

begins with effective listening.

Poor listening is a 20th century epidemic.

Most people use only 25% of their ability for listening.

The average person's attention span rarely lasts more than 45 seconds.

Today's average adolescent spends 13 minutes a day talking to a parent.

Listening is a learned art and can be improved.

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TEN COMMANDMENTS OF HUMAN RELATIONS

SPEAK TO PEOPLE

There is nothing so nice as a cheerful word of greeting.

SMILE AT PEOPLE

It takes 72 muscles to frown and only 14 to smile.

CALL PEOPLE BY NAME

The sweetest music to anyone's ears is the sound of His or her own name.

BE FRIENDLY AND HELPFUL

If you want friends, you must be one.

BE CORDIAL

Speak and act as if everything you do is a joy to you.

BE GENEROUS

Give praise to those who deserve it, and be cautious with criticism.

BE CONSIDERATE

Consider the feelings of others.

BE EAGER TO LEND A HELPING HAND

What counts most in life is what we do for others.

ADD TO THE SENSE OF HUMOR

A huge dose of patience and a dash of humility. This combination will open many doors...

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HELPFUL HINTS

diffusing difficult situations

EXTEND A FRIENDLY GREETING

Try to establish a common, human, non-contentious connection.

LISTEN CAREFULLY AND RESPECTFULLY

Don't respond until the person has said everything he has to say. Research shows that people often feel a problem is solved when they have been listened to by a person in authority, even when no action to correct the problem can be promised.

ALLOW LONG SILENCES AS YOU LISTEN

Silence conveys caring and lack of hostility.

DON'T MIRROR HOSTILE BEHAVIOR

If you maintain a calm, rational attitude, people will be more likely to do the same.

PARAPHRASE WHAT PEOPLE SAY

And ask them follow-up questions to show that you have heard and understood them correctly.

APOLOGIZE

If you were wrong or for the fact that there is a problem.

EMPHASIZE COMMON GROUND

"We both want to do the right thing."

TRY TO FIND A MUTUALLY ACCEPTABLE SOLUTION

Emphasize what we can do. If agreement is not possible, try to find another time to meet or involve others who have input into the resolution of the situations.

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