



Effective Conversations

Helping Families and Schools Work Through Challenging Situations

Program of the Connecticut Parent Advocacy Center

ded by the CT Department of Education, Bureau of Special Education.

As Parent Training and Information Center staff we hear many stories from families and school staff. We often hear out simple misunderstandings that can easily occur in the team planning process. It might be the jargon of special education was misunderstood, or a tone of voice was misread. Also, parents can lose trust with one team and knowingly transfer that feeling to the next team. The new team then has no idea what they did to create such a poor relationship and ill feelings continue on both sides.

These misunderstandings can often be easily corrected. Fortunately what we see is that these issues do not always resolve and may indeed grow.

With the Effective Conversations program, it is our hope that we can help the team get through a disagreement and move on to work collaboratively in the future on behalf of the student.

CONTACT INFORMATION

860.739.3089 • 203.776.3211 (Spanish) • cpac@cpacinc.org • www.cpacinc.org



Main Office: 338 Main Street, Niantic, CT, 06357

Satellite Office: Fair Haven Community Health Center, 374 Grand Avenue, New Haven, CT 06513

How can CPAC help you?

Any district that feels that CPAC Parent Consultants could help a Planning and Placement Team to work toward resolving their dispute, please call CPAC at 860-739-3089 and ask to speak with a Parent Consultant.

Program Goals:

- To help Planning and Placement Teams to identify where the disconnect occurred and work to effectively communicate and repair previous misunderstanding.
- To help Planning and Placement Teams to work more effectively as a collaborative team to plan and program for the student.
- To help Planning and Placement Teams design communication plans with families, that work for all, and enable the team to stay connected on a regular basis.



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