

**The Dance of Coaching: How to Support Parents Who Want to Cut In**  
JST Coaching, LLC  
AHEAD Conference 2019  
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**Tips for More Proactive Parent Communication**

- Consider how you let parents know about:
  - FERPA
  - The role of the student in the accommodation process
  - Self-advocacy
  - Campus resources, student success initiatives, off-campus resources
- Let parents know directly what to expect, and follow through.
- When parents have questions about their student's needs, redirect them to the resources you've already sent.
- Encourage parent to student communication.

**On-going Coaching Techniques**

- **Active Listening:**
  - Use reflective language to understand the parent's concern
  - Preface your listening with "It sounds like..." and "Am I hearing this correctly?"
  - Allow the parent to vent or "clear" the situation without judgement in order to move onto next steps
- **Acknowledge**
  - Acknowledge the concerns that they have
  - Let them know that you also care about the success of students
- **Powerful Questions:**
  - Be curious about the needs for their student
  - Consider thought provoking parent-coaching questions: "What have you done to share your concerns with your student?" and "What resources would they be comfortable using?" and "How do you think you could help connect them to those resources?" and "What could they learn from this experience?"
- **Direct Communication:**
  - Set appropriate boundaries
  - Help them understand campus resources and provide direct information about resource contacts and services (on and off campus)
  - Unpack higher education jargon
  - Share next steps in the process

## **Resources:**

### **Books**

Field, Sharon and David Parker (Eds.) *Becoming Self-Determined: Creating Thoughtful Learners in a Standard-Driven, Admissions-Frenzied Culture.* Association for Higher Education and Disability. 2016.

Sleeper-Triplett, Jodi. *Empowering Youth With ADHD: Your Guide to Coaching Adolescents and Young Adults for Coaches, Parents and Professionals.* 2010.

Whitworth, Kimsey-House, Sandahl. *Co-Active Coaching: Changing Business, Transforming Lives.* 2011 3rd edition.

### **Websites**

- ADDitude Magazine: [www.additudemag.com](http://www.additudemag.com)
- Be Self-Determined: [www.beselfdetermined.com](http://www.beselfdetermined.com)
- Children and Adults with ADHD: [www.chadd.org](http://www.chadd.org)
- International Coach Federation: [www.coachfederation.org](http://www.coachfederation.org)
- College Parents: <https://collegeparents.org/>
- JST Coaching & Training: [www.jstcoaching.com](http://www.jstcoaching.com)
- Understood: [www.understood.org](http://www.understood.org)