
Handout 3: Elements of Successful Communications (continued)

A Staff-Parent Conversation

Setting: The center during drop-off time

Staff member: Miss Pratt, the family service worker

Father: Mr. Bowen, the father of a child at Head Start

Miss Pratt's goal for the conversation: To enroll the father as a volunteer

Mr. Bowen's goal for the conversation: To voice concern about his son's ability to succeed in kindergarten.

Miss Pratt: Good morning, Mr. Bowen! You look so happy this morning.

Mr. Bowen: Oh, hi there, Miss Pratt. I'm just real pleased with how excited Jacob is when I bring him here.

Miss Pratt: He does love it. I know he's looking forward to kindergarten this fall.

Mr. Bowen: Yeah, so am I, pretty much.

Miss Pratt: Pretty much?

Mr. Bowen: To tell the truth, I am a little worried about something.

Miss Pratt: Can I help?

Mr. Bowen: I just don't know what to do to make sure he's ready for kindergarten. I'm not a trained teacher.

Miss Pratt: You know, in the parents' room we have take-home activities for you to do with your son. In fact, I'm looking for some volunteers to help me put together some new activities.

Mr. Bowen: See, one of my nieces is in kindergarten and her mother said she's not doing so well.

Miss Pratt: Oh?

Mr. Bowen: The teacher says she's not mature for her age or something.

Miss Pratt: Mature?

Mr. Bowen (shaking his head): The teacher seemed to think she's going to have to repeat kindergarten.

Miss Pratt: Well, I stayed back in third grade and it didn't seem to hurt me. I wouldn't worry about it.

Mr. Bowen (looking away): I don't want Jacob to be held back!

Miss Pratt: Do you want me to show you those take-home activities now?

Mr. Bowen: Huh? No, that's ok- see you later, Miss Pratt.