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Dealing with Denial"; "What to Avoid"; "Going Beyond Denial";
"Reflecting on Your Teaching"; "Summary"; "Chapter 4 - Dealing
with Dissatisfaction"; "Recognizing the Context of Dissatisfaction";
"Understanding Dissatisfaction"; "Responding When Parents Reject
the Individual Education Plan (IEP)"; "Coping with the Consequences of
Dissatisfaction"
"Handling Mediation and Due Process Hearings""Main Principles for
Dealing with Dissatisfaction"; "Principle 1: Focus on the Problem, Not
the Person"; "Principle 2: Ask for Parents' Solutions"; "Principle 3:
Stay Focused on the End Goal"; "Other Strategies for Dealing with
Dissatisfaction"; "Working with Advocates"; "What to Avoid"; "Going
beyond Dissatisfaction"; "Reflecting on Your Teaching"; "Summary";
"Chapter 5 - Dealing with Nonparticipation and Resistance"; "Sharing
Teachers' Views"; "Discerning Noninvolvement Versus
Nonparticipation"
"Understanding Nonparticipation""Understanding Nonparticipation of
Parents of Adolescents"; "Being Sensitive to Concerns of Culturally and
Linguistically Diverse Parents"; "Main Principles for Dealing with
Nonparticipation and Resistance"; "Principle 1: Get to Know the
Parents"; "Principle 2: Be Creative"; "Principle 3: Confront (Listen)";
"Principle 4: Help Parents Participate"; "Strategies for Increasing
Parent Participation in Transition Planning"; "Other Strategies for
Dealing with Nonparticipation"; "Other Strategies for Dealing with
Resistance"; "What to Avoid"
"Going beyond Nonparticipation and Resistance"
