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Nota di contenuto	<p>""Cover""; ""Contents""; ""Preface""; ""Acknowledgments""; ""About the Author""; ""Chapter 1 - Generating Alliances, Not Lawsuits""; ""Gaining Cooperation""; ""Developing Alliances""; ""Being Empathic""; ""Communicating Well""; ""Communicating Poorly""; ""Staying out of Court""; ""Keeping Your Focus""; ""Reflecting on Your Teaching""; ""Summary""; ""Chapter 2 - Dealing with Anger""; ""Entering the Conflict Stage""; ""Understanding Anger""; ""Being Aware of Cultural Differences in Anger""; ""Dealing with the Openly Angry Parent""; ""Dealing with the Parent Who is Always Angry""</p> <p>""Dealing with the Narcissistic Parent""""Ensuring Your Safety""; ""Main Principles for Dealing with Anger""; ""Principle 1: Remain Calm""; ""Principle 2: Be Specific""; ""Principle 3: Agree""; ""Principle 4: Be Kind""; ""Other Strategies for Dealing with Anger""; ""What to Avoid""; ""Dealing with Anger . . . Yours""; ""Going Beyond Anger""; ""Reflecting on Your Teaching""; ""Summary""; ""Chapter 3 - Dealing with Denial""; ""Understanding Denial""; ""Discriminating between Denial and Defensiveness""; ""Dealing with Differences of Opinion""</p> <p>""Knowing When Denial is Harmful (and When it is Not)""""Main Principles for Dealing with Denial""; ""Principle 1: Wait""; ""Principle 2: Ask Why""; ""Principle 3: Encourage and Exhort""; ""Other Strategies for</p>

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""

2. Record Nr.	UNICAMPANIAVAN0049604
Titolo	1: Questioni e metodi / a cura di Giovanni Previtali
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