

1. Record Nr.	UNINA9910779372003321
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Titolo	How to handle hard-to-handle parents // Maryln Appelbaum
Pubbl/distr/stampa	Thousand Oaks, Calif., : Corwin London, : SAGE, c2009 Thousand Oaks, California : , : Corwin Press, , [2009] 2009
ISBN	1-4522-7298-0 1-4522-1926-5 1-4522-1127-2
Descrizione fisica	1 online resource (xi, 123 pages) : illustrations
Collana	Gale eBooks
Disciplina	371.1920973
Soggetti	Parent-teacher relationships - United States Interpersonal conflict Conflict management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	"A Joint Publication [of] Corwin a SAGE company [and] ATi."
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Contents; List of Figures; Introduction; 1 - How to Reach Parents and Prevent Problems Before They Happen; 2 - About Hard-to-Handle People; 3 - How to Handle the Hard-to-Handle Parent; 4 - How to Handle Parents With Bad Attitudes; 5 - Listening Skills for Hard-to-Handle Parents; 6 - How to Talk so Parents Listen; 7 - Parent Conferences; 8 - Parents as Partners; References; Index
Sommario/riassunto	Advice on parents of all backgrounds, the characteristics of difficult people, how to deal with parents in difficult situations, listening so parents will talk to you, & forming a successful partnership with parents.