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Soggetti	Parent-teacher relationships Aggressiveness - Prevention Communication in education
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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Cover; Contents; Acknowledgments; About the Author; Introduction; Part I - Parental Aggression Toward School Personnel; Chapter 1 - A Genuine Concern for School Personnel; Chapter 2 - The Reactive Nature of Education; Chapter 3 - Confrontational Parents and Your Colleagues; Part II - Addressing Parental Aggression; Chapter 4 - The RAID Approach; Chapter 5 - RAID Step One: Recognizing the Potential for a Volatile Encounter; Chapter 6 - RAID Step Two: Assessing Your Ability to Emotionally Handle the Situation; Chapter 7 - RAID Step Three: Identifying Your Advantages Chapter 8 - RAID Step Four: Diffusing Anger During the Initial Approach and Greeting Chapter 9 - Putting the RAID Approach to Work; Part III - Issues, Questions, and Installation; Chapter 10 - The Worst-Case Scenario . . . and After; Chapter 11 - Four Great Questions; Resource A: Traumatic Stress Reactions Questionnaire; References; Facilitator's Guide; Index
Sommario/riassunto	In this resource with a built-in facilitator's guide, Jaksec digs deeply into the problem of parental aggression, specifying strategies for a broad audience of educators using the effective RAID approach.

