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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.