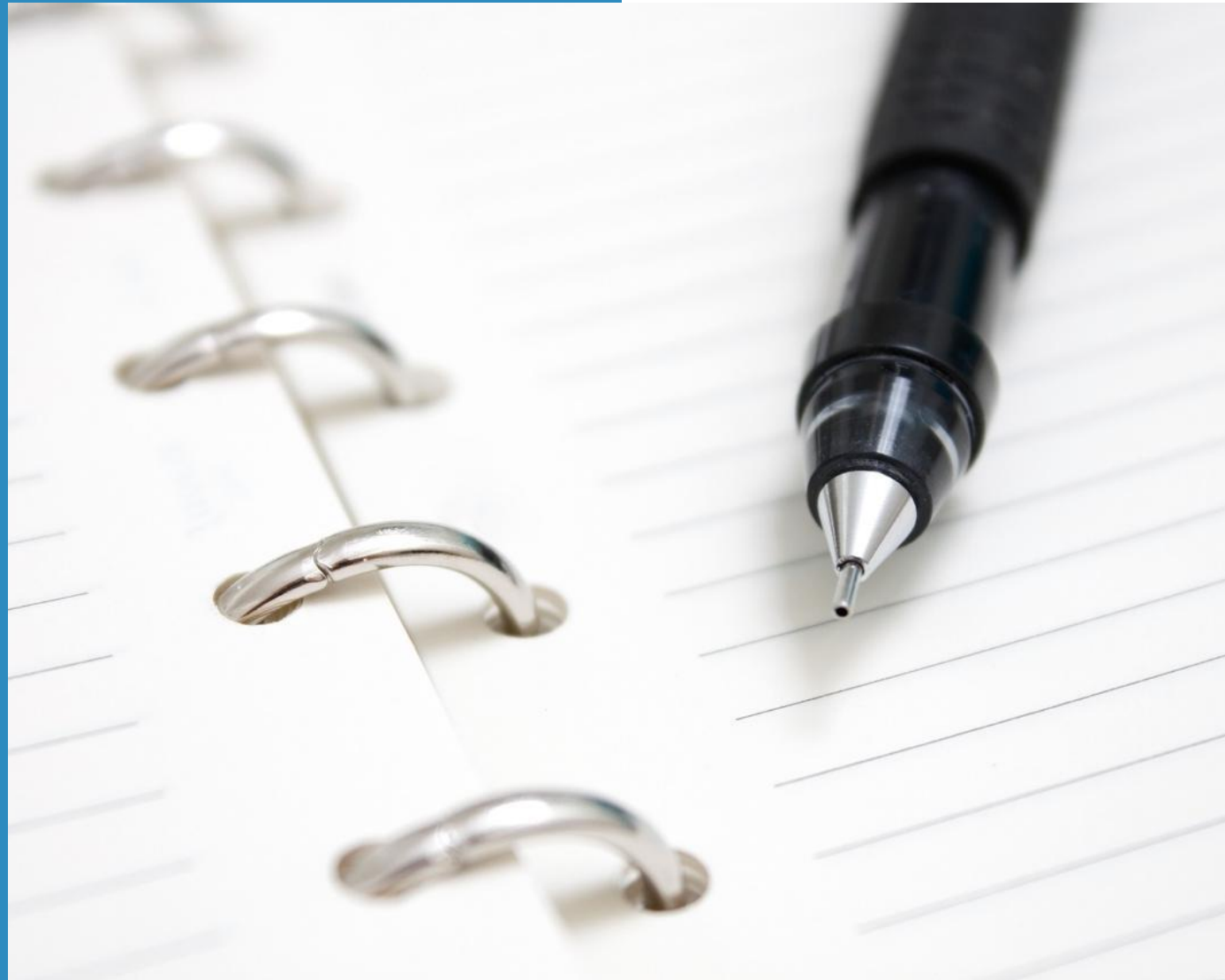


Alternative Dispute Resolution

EFFECTIVE COMMUNICATION STRATEGIES





Agenda

- What is ADR
- How to Access ADR
- Effective Communication Strategies



What is ADR in Special Education?

An effective way for families of students with special needs to work with their schools, school districts and SELPAs to resolve disagreements.

Benefits of ADR

Faster Resolution: ADR processes often lead to quicker resolutions. *Often, these resolutions allow for mutually agreeable outcomes in areas such as requests for supports and services so that the primary focus can return to education.*

*(*feedback)*



Benefits of ADR

Preservation of Relationships: ADR promotes a more collaborative atmosphere, which helps preserve positive working relationships between parents and school districts. This is essential for the ongoing support of the child's education.



Benefits of ADR

Collaborative Problem Solving: ADR encourages the development of agreements that are mutually acceptable to both parties, leading to greater satisfaction with the outcome.



Most Importantly

Less time and energy spent on disagreements:
ADR keeps the focus on early resolve, rather than on drawn out legal processes. ***This helps parents and school teams move beyond conflict and back to cooperation. (feedback needed)***



ADR Continuum

West End SELPA's continuum of dispute prevention and resolution supports

I Prevention

- Community Outreach
- Family Engagement
- Professional Development
- Parent Video Modules
- Accessible information via Website
- Pre IEP Consultation (Proactive and Preventative)

II Disagreement

- Parent Outreach Representative
- IEP facilitation (Coordinator/PS/Psych)
- Pre-IEP Strategy Session (Navigating through Disagreement)

III Resolution

- Facilitated Resolution Sessions
- Conflict Resolution Coaching/Consultation
- Restorative Mediation
- Negotiation and Settlement Support



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Effective Communication Techniques





Effective communication is paramount to successful parent-school partnerships. It ensures that teams work collaboratively to reduce the likelihood of misunderstandings and miscommunication.

Effective Communication Strategy #1

Ask Questions

Don't hesitate to ask for clarification if you don't understand something:

- Ask questions to gain a deeper understanding of the proposed goals and strategies (What about this goal helps address my child's reading needs?) How does this service help my child access general education?)
- Seek Clarification (What I hear you saying is.....,Help me understand.....,It sounds like.....)



Use “I” Statements

- Express your concerns and desires using "I" statements to convey your perspective without assigning blame.
- For example, say, "I am concerned about my child's reading progress" rather than "You are not teaching my child to read properly."
- **Reminder:** It is best to try and separate the person from the problem





Stay Focused on Your Child

- Keep the discussion centered on your child's needs, strengths, and challenges
- Separate the person from the problem
- Avoid getting sidetracked by unrelated issues.
- Clearly articulate what you want for your child, such as specific goals, services, or accommodations.

Listen Actively

- Give the school team an opportunity to speak without interruption
- Listen for the interests
- Goal=To create a collaborative and trustworthy environment where different ideas and perspectives can be shared openly and safely.

(Separating the person from the problem)



ADR Helps

01 FOSTER
COLLABORATION



02 CREATE FASTER
RESOLVE



02 BUILD, REPAIR, OR
MAINTAIN CRITICAL
RELATIONSHIPS



Contact Us

(909) 476-6135

www.weselpa.net



THANK YOU!