

WORKING WITH DIFFICULT PARENTS



The Confused Parent

- Build a relationship first
- Try to meet in person and have things in writing
- Remember the possibility of special needs



The Special-Exceptions Parent

- Do it if you can (but within reason)
- If you can't meet their request, always explain why
- Put the onus back on the parent



The Particular Parent

- They are oftentimes particular because they care
- Thank them for their feedback; bring them on board to help
- You can't please them all (camp WILL have spiders)



The Delinquent Parent

- Have clear policies from the beginning and keep things in writing
- Empower and back up registrars and front-line staff
- Avoid embarrassing the child



The Helicopter Parent

- Conduct pre-program orientations (on-line or in person)
- Return phone calls and emails on a predictable schedule
- Consider being flexible with certain rules for the sake of the kid



The Straight-Up Mean Parent

- This is probably not about you; it's about something else for them
- Do not create a scene and always have a "witness"
- It's OK to say it's not a good fit



The Parent Who Has Every Right to be Upset

- Just listen; don't jump to conclusions
- Fix situation as soon as possible; report back
- Work to repair the relationship and thank them

