

Staying at the Table: *Navigating*
Hard Conversations with Families

The Ohio State University
Department of Education & Workforce
Ohio Statewide Family Engagement Center

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Greetings!

Introduce yourself in the chat!

- Name
- School/District
- Role
- What activity *always cheers* you up?

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So, what makes our webinars different...?



Give	<ul style="list-style-type: none"> • Full participation • Active engagement 	Get	<ul style="list-style-type: none"> • Interactive learning • Immediate peer and facilitator support • Actionable take-aways • 5 Contact Hours
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Who We Are


We support the development and academic achievement of children by providing tools and trainings to Ohio families and schools for building effective family-school partnerships.

Every Child.
Every Family.
Every School.




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Facilitators



Dr. Hadley Bachman



Sarah DeShon

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GUIDING QUESTION



How does our approach to a hard conversation change its outcome?

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Learning Objectives

- I can identify what makes a conversation hard for me.
- I can prepare for a conversation that I think might be hard.
- I can reflect on my communication during a hard conversation to build awareness and improve future interactions.

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Agenda Preview



- Norms & Intentions
- Learning
 - Having Hard Conversations
 - Emotional Intelligence
 - Preparing for Hard Conversations
- Collaboration
 - Demo Practice with AI
- Closing

What are you looking forward to today?

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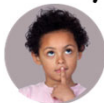
WEBINAR NORMS

What norms should we have for ourselves to make the most of today's webinar? Post an idea.

Looks like: Camera on if possible (always on in breakouts)

Sounds like: Mic muted for listening; on for speaking, fingers close to keyboard

Feels like: Active engagement

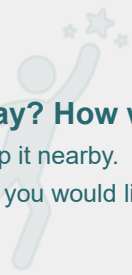


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Intention Setting


Who will I be today? How will I be?

- Jot it down and keep it nearby.
- Share in the chat, if you would like.



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Hard Conversations Beliefs Survey




menti.com
3685 8838

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Get Curious!

Emotional Intelligence: Self-awareness



Recognizing your own emotions as they happen.

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Get Curious! **Emotional Intelligence: Self-management**



Managing your emotions so they don't control your behavior.

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Get Curious! **Emotional Intelligence: Social Awareness**




Understanding others' emotions and perspectives.

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Get Curious! **Emotional Intelligence: Relationship Management**




Using awareness of emotions to communicate and resolve conflicts effectively.

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**Emotional Intelligence
Reflection**



menti.com
7192 2365

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Preparing for Conversations We Think Will Be Hard

- Who am I?
- How do I want to show up?

In chat: What is one "To Do" you want to try to use before or during your next hard conversation?

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**Parent Wise
Feedback**

- A method for teacher to give feedback to students that builds students' academic mindset, trust, and positive identity.
- We are applying it to how we prepare messages for parents.

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1 Start with Respect & Positive Regard



“Thanks for taking the time to talk today. I know you know your child best.”

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2 Share specific concern or observation




“This week, I noticed [name] has been walking out of class when we start writing.”

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3 Express high expectations and belief in success




“I’m sharing this because I know [name] is a strong student, capable of success.”

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4 **Invite Collaboration**




“Do you have any ideas about what’s going on? One idea I had is ____; what do you think?”

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5 **End with Partnership**



“Let’s check in again. Thanks for talking this through. I really value your insight.”

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Copy your sample message in the chat, but **don't hit send yet!**

Read and react with an emoji to one person's sample message!



CHAT WATERFALL

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Stay on Track!

Five Conversation **Derailed** & How to Get Back on Track! <https://go.osu.edu/backtrackconvos>

- Criticism:** I Messages, Change the Question
- Contempt:** Gratitude
- Deflecting:** Listening, Staying Curious, Redirecting
- Defensiveness:** Accept & Apologize
- Stonewalling:** Hit Reset

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Demo

Practice Prompt with AI Role Play

I can prepare for a conversation that I think might be hard.

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∞ Connect	↗ Extend	⚠ Challenge
How did today's content connect to what you already think or do?	How did this stretch or change your thinking in new directions?	Practice your next hard conversation with a parent using AI.

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Your feedback matters to us!



Please complete our survey.
<https://go.osu.edu/tablewebinarsurvey>




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 CENTER FOR THE STUDY OF COMMUNITY-ENGAGED LEARNING AND DEVELOPMENT

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Next Steps

- 1** Challenge: Practice your next hard conversation with AI!
- 2** Upload & Submit Contact Hour Form
 Passcode: **CONVO**



<https://go.osu.edu/urswebinaractivity4>

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Check out our Hands-on-Webinar page for:

- PowerPoint Slides
- Webinar Recording
- Assignment
- Contact Hour form

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Sign up for News and Guidance:

Free e-newsletter | Delivered to your inbox every other month
<https://go.osu.edu/newsguide>

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SEVENTH ANNUAL
Family Engagement LEADERSHIP SUMMIT

small steps
extraordinary impact
 leading the way for family engagement

Join us online on September 18, 2026
 Register today at go.osu.edu/FamilyEngagementSummit

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