When families come to you with concerns about their child, how can you be supportive and productive? Try responding with these sentence starters.

**Acknowledge their expertise**

“Thank you for trusting me enough to talk about this.”
“You know your child best, so I value your ideas.”
“Sharing this concern with me shows how much you care.”

**Gather and share information**

“Let’s start by talking about some of your child’s strengths.”
“Tell me what you’ve noticed that brought up this concern.”
“Let’s see if we observe any patterns between home and school.”

**Clarify information**

“Can you tell me more about your concern?”
“I don’t know the answer to that, but I will find out for you.”
“Do you have questions about anything I’ve said?”

**Talk about next steps and give reassurance**

“Do you have thoughts about what you’d like to happen next?”
“Is it OK with you if I share this conversation with ________?”
“We can work together to make a plan we’re all comfortable with.”