

The Civil Air Patrol logo is a large, light blue triangle with a white border. Inside the triangle is a pink propeller with three blades. The text "CIVIL AIR PATROL" is written in a blue, sans-serif font across the middle of the triangle.

CIVIL AIR PATROL

A dark blue triangle pointing upwards, containing the number "2.4" in white.

2.4

Partnering With Parents

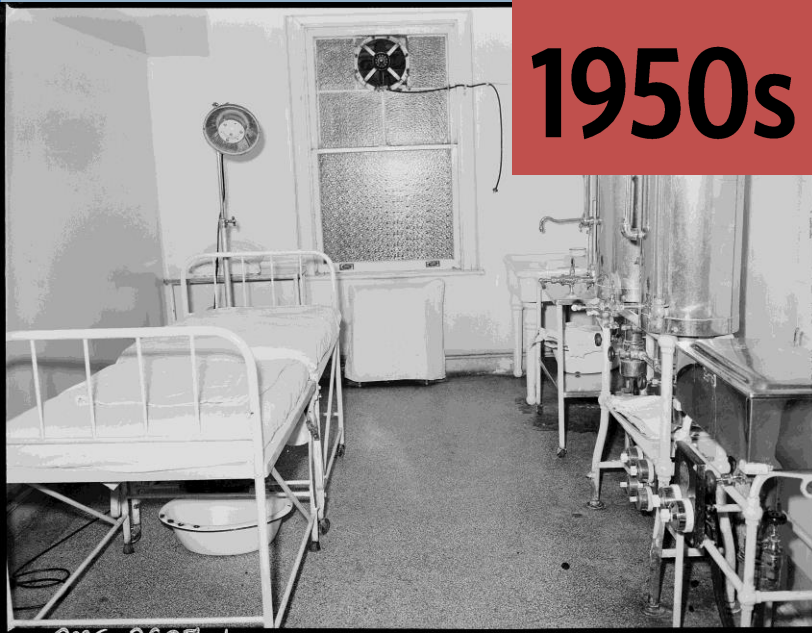
TRAINING LEADERS *of* CADETS INTERMEDIATE COURSE

MODERN REALITY

Parents are no longer shut-out from their kids' lives

Parental involvement is good for:

Cadets Families Seniors CAP



KEY QUESTIONS

How do we develop partnerships with cadets' parents?

Topics

Today's Involved Parents
Building Personal Relationships
Practical Methods
Tough News & Role-Playing



CAP as Family Affair

All three Rogacki kids earned the Spatz and attended West Point

**WE KNOW WHAT MAKES & BREAKS A RELATIONSHIP WITH CADETS
HOW ABOUT THEIR PARENTS?**

	MAKES	BREAKS
CADETS	Excitement Challenge Positive leadership	Boredom Irrelevant activities Negative leadership
PARENTS		

WHAT “MAKES” A GREAT RELATIONSHIP WITH PARENTS?
WHAT “BREAKS” THAT RELATIONSHIP?

	MAKES	BREAKS
CADETS	Excitement Challenge Positive leadership	Boredom Irrelevant activities Negative leadership
PARENTS	Pro-active relationship Advance notice Responsiveness Our own volunteerism	Non-responsive leaders Short-changing their kid Non-cooperation

“I want CAP to provide fun, productive, wholesome opportunities for my kid.”

MOM's & DAD's CHAIN of COMMAND

Adults talk with adults; cadets talk with cadets

The two "chains" are complementary

Never refuse to answer parents

Parents are entitled to information



Parents



Senior Staff

Cadets are responsible for themselves



Cadet



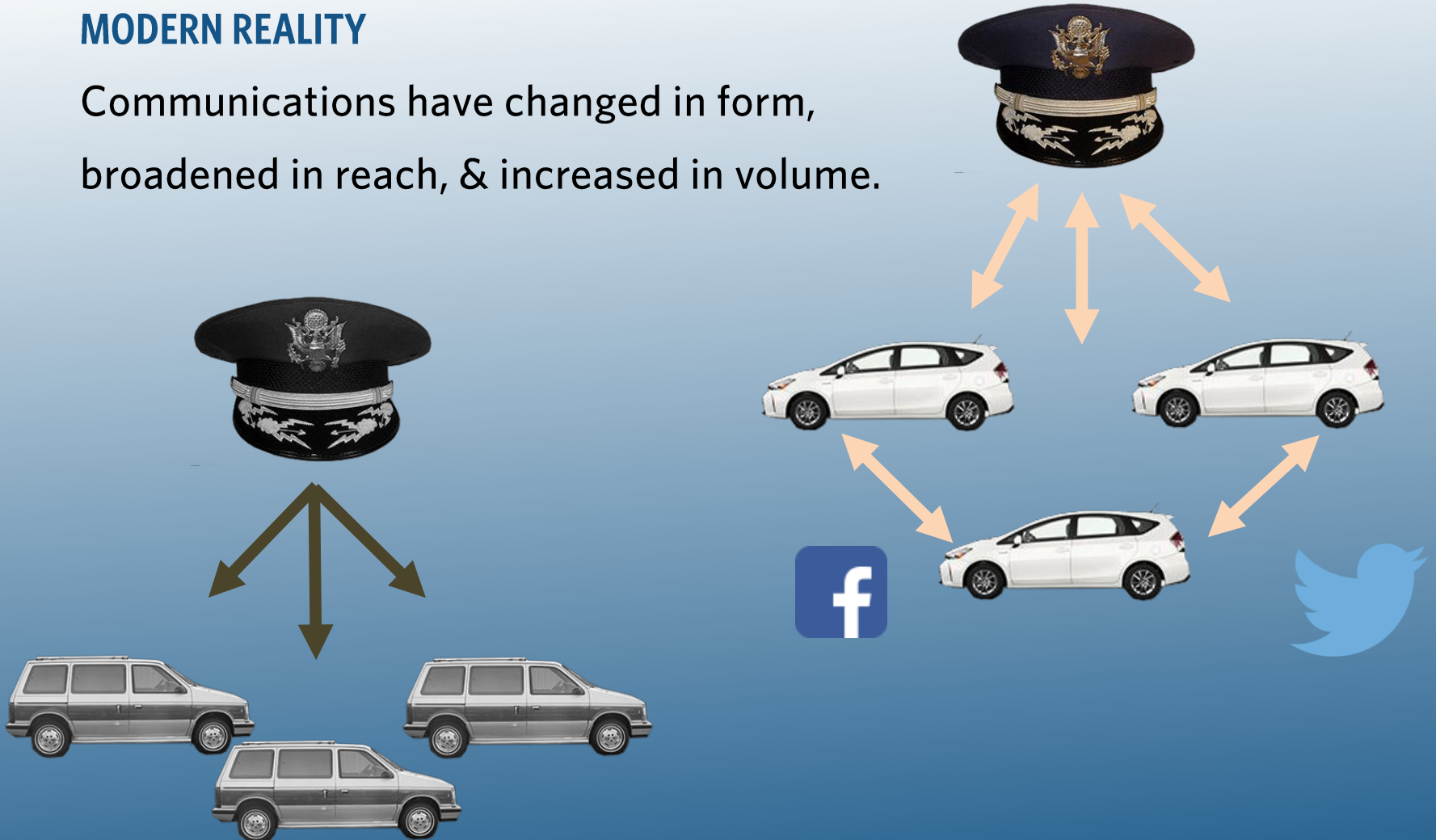
Cadet Staff



Senior Staff

MODERN REALITY

Communications have changed in form, broadened in reach, & increased in volume.



USEFUL METHODS for BUILDING RELATIONSHIPS



Personal Contact



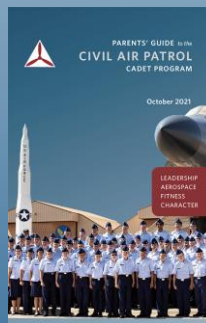
Parent Liaison



Website & Calendar



Award Night



Parents' Guide



"Your Cadet" v. "My Child"

YOUNG SENIOR MEMBERS



Why might young senior members have difficulty with cadets' parents?

What can young seniors do?

What can fellow seniors do to assist?



DELIVERING TOUGH NEWS

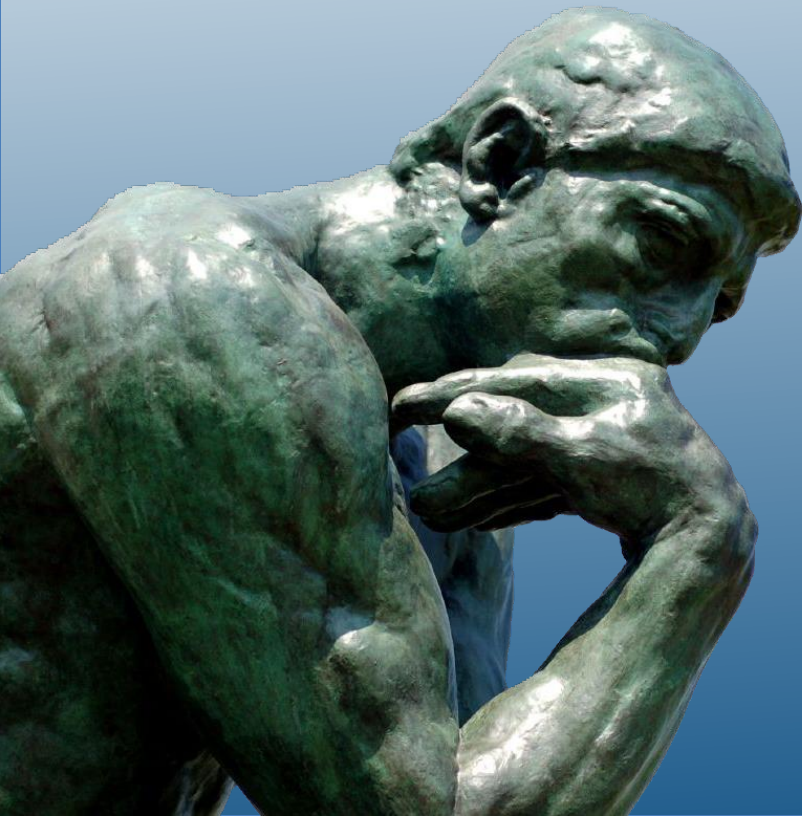
Requires more care & thought

Stop & think

Confer with a colleague

Set the time, set the agenda

Role play



TYPE 1: CADET MISCONDUCT

Progressive approach to discipline

Personal contact (follow up email)

Non-adversarial / learning experience

Calm & professional

Focus on the future



TYPE 2: DISAPPOINTMENT (e.g., SUSTAIN IN GRADE, NOT SELECTED FOR STAFF)

Oral conversation, not email battle

Non-adversarial, learning experience

Long-term success v. momentary setback

Fair system consistently applied

Sometimes hurts parent more than cadet



TYPE 3: SERVICE RECOVERY

What service hiccups might parents experience at the squadron?

Key Principles

1. "I hear you . . ."
2. "I'm sorry . . ." (mom and cadet)
3. Timely
4. "Next time . . ."
5. Free dessert



13/1

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TYPE 4: MAJOR CRISIS (Police involvement, abuse, serious injury, fatality)

Contact wing commander

NHQ as resource

IG grievance system



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ROLE-PLAYING ACTIVITY

Groups of three work best. You're either Person A, B or C.

Read scenario #1. Know your role. Act it out.

Debrief. Use prompts on sheet to discuss the commander's response.

Rinse and repeat for scenarios 2 and 3.

Scenario No.	Type	Person A	Person B	Person C
1	Misconduct	Commander	Parent	Debriefers
2	Disappointment	Debriefers	Commander	Parent
3	Service Recovery	Parent	Debriefers	Commander

15/1

5

FINAL THOUGHTS

If you've ever had a sarcastic remark via email backfire, you'll have discovered this already:
Nothing beats a face-to-face conversation.

Forbes

Good senior / parent relationships produce:

- Active, supported cadets

- Satisfied parents

- Successful seniors

- Vibrant squadrons

- A great reputation for CAP

