



# CIVIL AIR PATROL

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?**

	<b>MAKES</b>	<b>BREAKS</b>
<b>CADETS</b>	Excitement Challenge Positive leadership	Boredom Irrelevant activities Negative leadership
<b>PARENTS</b>		

## 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



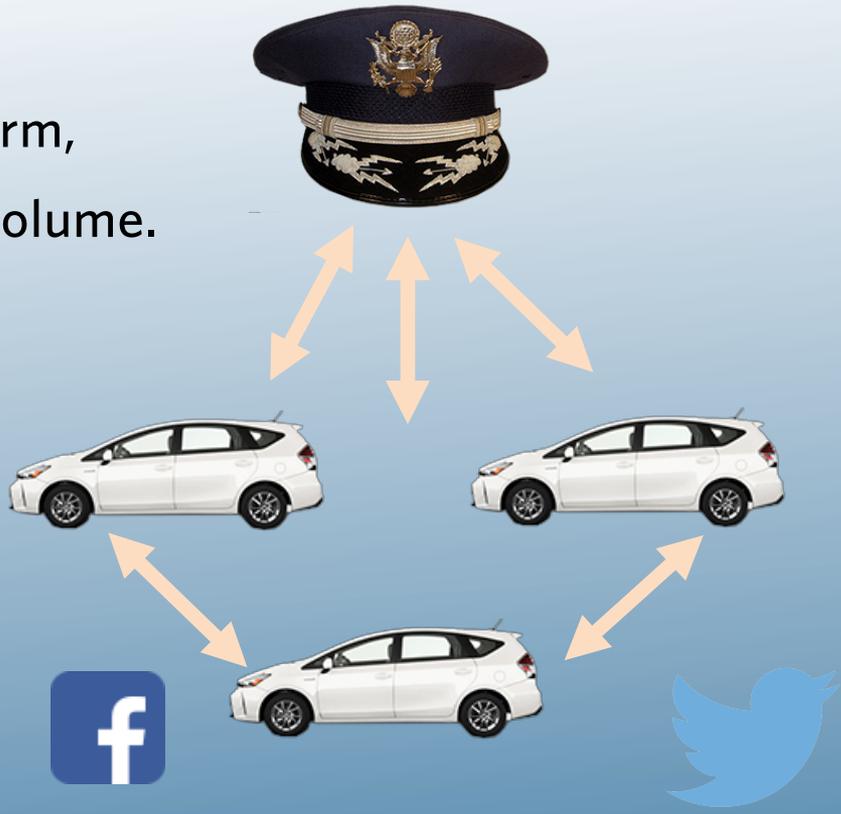
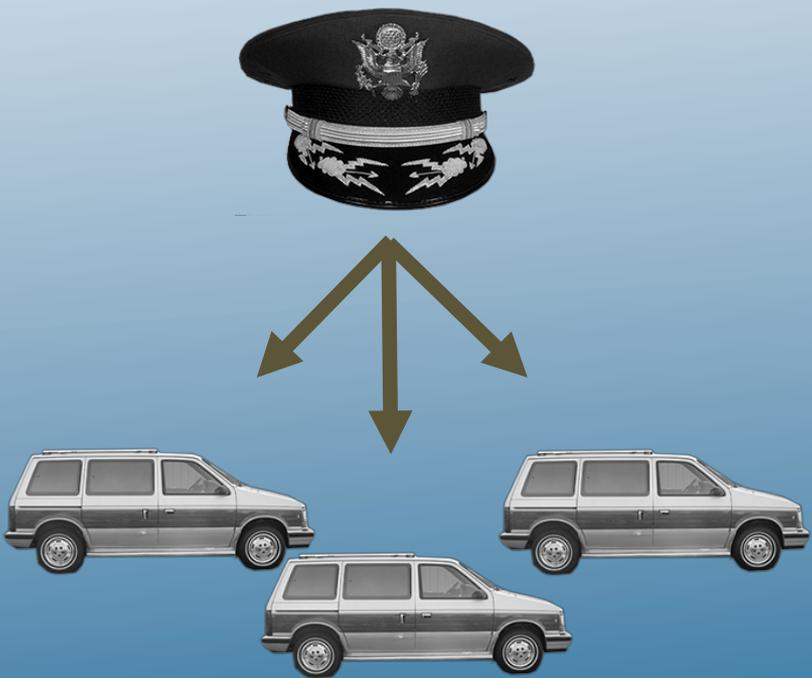
Cadet Staff



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

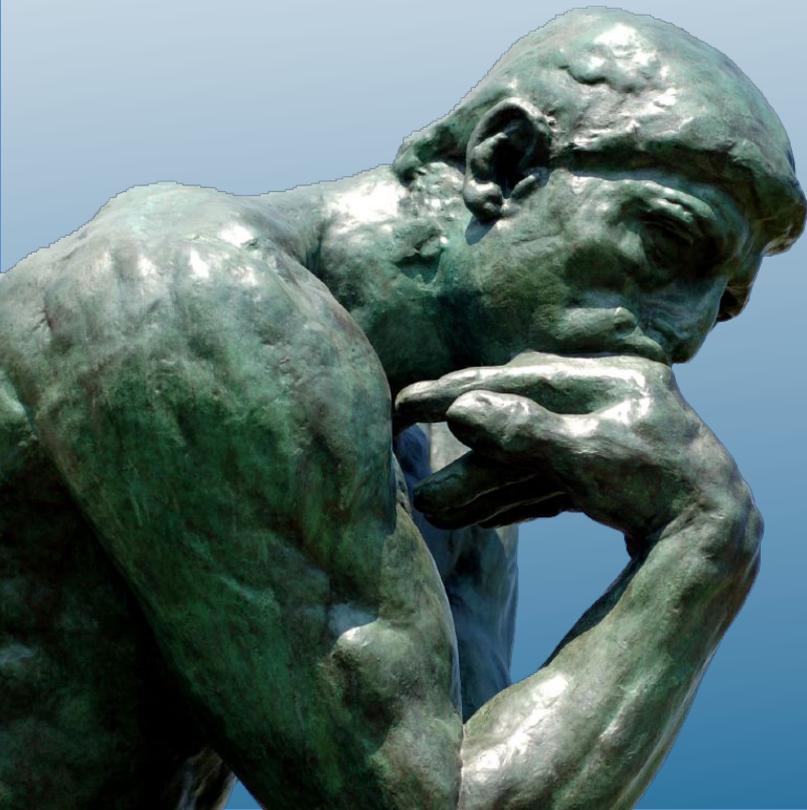
Requires more care & thought

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



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

Contact wing commander

NHQ as resource

IG grievance system



## 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	Debriefer
2	Disappointment	Debriefer	Commander	Parent
3	Service Recovery	Parent	Debriefer	Commander

## 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

