

Reframing Activity

Staff members sometimes struggle with remaining objective and fair with families. It's not uncommon to "vent" sometimes. Read the following statements. Then describe what you would say and do to help staff move toward supporting and communicating with families.

A staff member says...	You say and do...
Eve's mom is pregnant — again. That woman can barely handle the kids she has. I just don't get it.	
Every time Alfie's mom comes into the room, she pretends to be on her cell phone the whole time and doesn't even look at me. I know she's pretending because today the phone rang while she was talking!	
Dante's mom really pushes my buttons. She just stands there watching us every morning. I wish she would just go to work.	
I told Jeremiah's mom that he was stealing toys from other kids, and she got so mad. I don't know what is going on.	