主題：建立與學校正向溝通的模式

A. 內容撮要：

核心理念： 正向溝通以「孩子的成長」為共同目標，將對立質問轉變為合作解決問題。

溝通前： 先暫停並整理客觀事實，選擇合適的溝通管道（如學校平台、電話或預約面談）。

溝通時： 運用「觀察—感受—需要—請求」四步公式，並在面談中主動聆聽、聚焦優先目標與記錄合作約定。

溝通後： 實施小步試行並定期復盤，先肯定孩子的進步再調整作法；若問題持續，則尋求學校管理層或社工協助。

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B. 家長反思題：

1. 在處理孩子的校園問題時，我通常是先急於釐清「誰對誰錯」，還是能專注於「如何一起協助孩子」？
2. 當我向老師表達疑慮時，我是否能夠清楚運用「觀察、感受、需要、請求」來溝通，而不是直接表達情緒或批判？

參考資料：

1. https://www.edb.gov.hk/attachment/tc/student-parents/parents-related/parent_education/resource_package_sec/item3/Strand%203%20Parent%20Notes.pdf
2. https://www.parent.edu.hk/pdf/migrate/en/exemplar_4b_ppt_chi.pdf
3. https://www.tscap.org.tw/TW/NewsColumn/ugC_News_Detail.asp?hidnewscatid=10&hidnewsid=165

Topic: Building Positive Ways to Communicate with Schools

A. Content Summary:

Core Idea: Positive communication focuses on the child's growth as a common goal, turning conflict into problem-solving together.

Before Communicating: Pause to organize objective facts first, then choose the right communication channel (e.g., school platform, phone call, or scheduled meeting).

During Communication: Use the 4-step framework (Observation – Feeling – Need – Request), listen actively during meetings, focus on priority goals, and write down agreed action plans.

After Communication: Start with small actionable steps and check progress regularly; recognize improvements before making adjustments, and escalate to school management or social workers if issues persist.

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B. Parent Reflection Questions:

1. When addressing school issues, do I focus on finding out "who is right or wrong", or do I focus on "how to support my child together"?
2. When expressing concerns to teachers, do I clearly share my "observations, feelings, needs, and requests", rather than reacting with pure emotion or judgment?

Reference：

1. https://www.edb.gov.hk/attachment/tc/student-parents/parents-related/parent_education/resource_package_sec/item3/Strand%203%20Parent%20Notes.pdf
2. https://www.parent.edu.hk/pdf/migrate/en/exemplar_4b_ppt_chi.pdf
3. https://www.tscap.org.tw/TW/NewsColumn/ugC_News_Detail.asp?hidnewscatid=10&hidnewsid=165