



**California Child Care  
Resource & Referral  
Network**

Annual Conference  
October 26, 2012

Domenica M. Benitez  
[domenica@rrnetwork.org](mailto:domenica@rrnetwork.org)

# Building Positive Relationships with Families

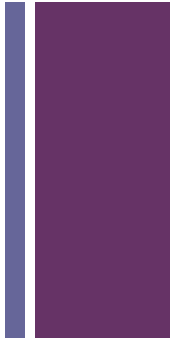
# + Building Positive Relationships with Families: Becoming Culturally Responsive

- Parent Relationships
- Values
- Keys to Culturally Sensitive Care
- Skills Needed to Become Culturally Responsive to Families
- Individual Differences
- Communication with Families to Resolve Issues: *Ask, Acknowledge, Adapt*





# Parent Relationships: Reflection



- A. What is important to you in caring, meaningful relationships? What makes them caring and meaningful?
- B. Why is the relationship between parent and caregiver so important?
- C. As an R&R Counselor, Trainer, or Caregiver, what do you want from parents?
- D. As a parent, what do/would you want from a R&R Counselor, Trainer, or Caregiver?
- E. In your experience, what are the most challenging aspects of working with parents of infants and toddlers?

# + Value



Value describes the worthiness of an action or belief; a principle, standard or quality considered worthwhile by the possessor.

## Values

- Describe the beliefs/actions that we feel are desirable
- Represent the intrinsic worth we assign to actions or beliefs that we deem important

# + Defining Values



- “One’s” are Parents
- “Two’s” are FCC Providers
- Take 5 minutes to think about and then write down your ideas to the following questions:
  1. As a Parent or FCC Provider, write down the values that you feel are essential in care giving with infants.
  2. Once you have defined these values, try to describe a behavior (way of acting) for each one that best demonstrates this value. Be as specific as you can be describing how someone with this value behaves in specific situations.



# Skills Needed to Become Culturally Responsive to Families



## 1. Being able to name your experiences

- **Uncover your cultural beliefs:** Culture starts with you; be aware of your own values, beliefs, and biases and how they impact others

## 2. Listening and being willing to learn from others

- **Be open to the perspective of others:** Acknowledge that your view is only one of many, not “the view” that must be accepted; be open to other’s ways of seeing things based on their experiences. Be aware of your discomforts when conflicts arise.

## 3. Gathering information

- **Seek out cultural and family information:** Get information about other’s views, beliefs, and values. Listen openly to other’s experiences and views; ask questions to understand.

## 4. Communicating and creating dialogue

- **Clarify values:** Be willing to risk talking about differences with others; understanding can only come through dialogue. Maintain focus on the key issues and how they impact the child and family.

## 5. Collaborating and negotiating

- **Negotiate cultural conflicts:** See negotiations as a process that respects both perspectives; solutions must include the needs of both parties. Commit to work together – collaborate. Continue to dialogue together even when you don’t agree.

# + Individual Differences



Families vary tremendously in how closely they follow cultural rules.

Variation in families' childrearing practices may be amplified when the mother and father belong to different cultural groups.

In light of differences between families, the best source of information about a particular family's preferences and childrearing style is THAT particular family.



# Individual Differences: Reflection



- When you were a child, how did you/your family eat meals?
  - Who prepared the food?
  - How was the food served and who served it?
  - What type of food was served?
  - Was there as much food as you wanted?
  - Did you have to clean your plate?
  - Were children allowed to talk at the table?
  - At what age did you feed yourself?



# + Acknowledge, Ask, Adapt



- Acknowledge: Reflect and Listen
  - Communicate Awareness of the issue
  - Convey sincere interest and responsiveness
  - Involve family in seeking a joint solution
- Ask: Learn about the Parent's Point of View
  - Gather data; clarify
  - Pay attention to verbal and nonverbal responses
  - Restate what you think the parent is saying
- Adapt: Work with Family Toward a Solution
  - Listen for areas of common agreement
  - Negotiate around important issues
  - Seek win-win solutions



# Acknowledge, Ask, and Adapt: Process in Communicating



Step 1: Acknowledge	Step 2: Ask	Step 3: Adapt
<p>Take time to think about how you feel about the issue and get clarity on the reasons behind your feelings</p>	<p>Gather data; try to get to the real sources for the conflict or misunderstanding for the parent, the child, or you. Ask questions that seek to clarify.</p>	<p>Once the issues have been defined, seek out the common ground by stating your areas of greatest importance to each other. Listen carefully for areas of common agreement.</p>
<p>Listen carefully to the other person's concern. If you bring up the concern, do it respectfully with an attitude of wanting to understand the issue.</p>	<p>Pay attention to verbal and nonverbal responses. Restate what you think is being said; take time to be sure you mean the same thing in the language you are using.</p>	<p>Negotiate around the areas of important agreements and boundaries. Come to a resolution that addresses the real/major issues. Sometimes we have to agree to disagree.</p>

# + Acknowledge, Ask, and Adapt: Process in Communicating (cont.)



## Acknowledge

- How does the caregiver/counselor recognize the need for communication with the parent?
- How does the caregiver/counselor's attitude convey sincere interest and response?
- What can the caregiver/counselor say to the parent to communicate an awareness that there is a problem they need to jointly solve?

## Ask

- What questions can the caregiver/counselor ask the parents to get information that will help her/him understand more precisely the parents' point of view?

## Adapt

- How does the caregiver/counselor work with the parent to define the issues and boundaries of the problem?
- Does the caregiver/counselor seek "common ground" as the basis for negotiation?
- Does the caregiver/counselor open up a negotiation with the parent about what to do?

# + Resources



Many of the activities and materials have been adapted by Domenica M. Benitez from Module IV, Culture, Family, and Providers, WestEd, The Program for Infant/Toddler Caregivers.

This document may be reproduced for educational purposes.

*Thank you for your active participation in this training! This PowerPoint Presentation will be posted on the California Child Care Resource & Referral Network's CCIP Page.*

*For additional support or information, contact Domenica M. Benitez at [domenica@rrnetwork.org](mailto:domenica@rrnetwork.org).*