Dealing With Angry Parents. Over the years, Education World’s “Principal Files” team of principals has tackled a wide variety of issues. They always provide practical tips for sticky situations.

Listening is the key to dealing with any upset parent or community member. After actively listening and taking notes, it’s important to let parents know that you thank them for bringing the situation to your attention and that you will investigate it. Jesus Acosta, assistant principal, Sanchez Charter School, Houston.

“If I become angry or defensive, it becomes a power play -- and they feel helpless and lash out. It is better to show that I understand how they feel even if their complaints might be out of my control.” Mink agrees that listening is the most important thing a principal can do in this situation. Though parents may feel powerless when a child is excluded, there is much they can do to help with this painful experience.

Children who experience relational aggression are more likely to be absent from school, perform worse academically, be socially isolated, and exhibit headaches and stomachaches, behavioral problems, eating disorders, suicidal ideation, substance abuse, symptoms of depression and anxiety, loneliness, and low self-esteem. No wonder that mom is concerned! But there is good news: Parents can help their kids deal with social exclusion by teaching them coping skills and empowering them to seek healthy friendships.

Handbook for teachers. for exams from 2016. 180 170 160 150 140 130 120 110 100 90 80. Cambridge English: Preliminary for Schools is aimed at school students who want to show they can... Candidates should then read the text again, much more carefully. It's important to deal with the questions one by one, comparing each option with the text before choosing one. Candidates should carefully re-check their choice of answer with the text. Suggest that they could deal with Questions 1 and 5 together: Question 1 focuses on writer purpose and Question 5 focuses on global meaning. Questions 2, 3 and 4 follow the order of information in the text. ASSESSMENT.