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**WHAT IS TRUST?**

**NOUN**

1. Firm belief in the Reliability, Truth, Ability, or Strength of Someone or Something.

"Relationships have to be built on Trust"

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**WHAT IS TRUST?**

**VERB**

2. Believe in the Reliability, Truth, Ability, or Strength of.

"I should never have trusted her"

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**TRUST**

Trust is defined as to have confidence, faith or hope in someone or something.

- ✓An example of trust is believing that the sun will rise in the morning.
- ✓An example of trust is having faith that things will be better in the future.

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## TRUST

Trust is defined as a parent - I have confidence, faith or hope in the Pathfinder Director and staff that my child / grandchild will be kept safe, unharmed and unviolated.

- ✓An example of trust is believing that no one will physically, sexually or mentally abuse my child
- ✓An example of trust is that my child / grandchild will grow spiritually and have an enjoyable experience while in the Pathfinder Club




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### 9 ways of Focusing on sufficient communication

1. Be warm
2. Be positive
3. Foster a sense of trust
4. Communicate often




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### 9 ways of Focusing on sufficient communication

5. ...and in forms that work for parents and guardians
6. Make parents feel valuable
7. Acknowledge involvement
8. Ask questions (and listen!)
9. Don't make assumptions




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### 1. BE WARM

A little friendliness goes a long way. Whether you're communicating via email, text, or in person, be warm, be welcoming, and offer encouragement. When you see parents in person, smile, shake hands, and make eye contact.



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### 2. BE POSITIVE

Effective communication between parents and Director/Staff starts with positivity. When contacting pathfinder parents or guardians, start out by saying something positive about him or her. Like friendliness, a little positivity goes a long way.



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### 3. FOSTER A SENSE OF TRUST

The basis of effective communication with parents also starts with trust. It's essential for parents to trust their child's Director. When speaking to parents, assure them that everything you discuss is confidential and that you always have their best interests at heart.



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### 4. COMMUNICATE OFTEN

Also make sure to communicate often! A common mistake among Directors is simply not communicating enough, or only reaching out when there's a problem. Communicate regularly with parents and they won't be on high alert when they hear from you!



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### 5. ...AND IN FORMS THAT WORK FOR PARENTS AND GUARDIANS

One size does not fit all when it comes to parent-director communication. From apps, message boards, and email... to social media, texting, and phone calls. Find out what communication tools work best for parents and guardians, then stick with it.



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### 6. MAKE PARENTS FEEL VALUABLE

Great parent-director communication starts with making parents feel valuable. All parents and guardians have something worthwhile to offer your club, whether it's helping at a fund-raiser or campout. Encourage them to participate and share their strengths.



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## 7. ACKNOWLEDGE INVOLVEMENT

Parents are not required to participate in the Pathfinder club meetings. Whether it's a parent or guardian taking the time out to participate in events, it's important for the Director and staff to acknowledge contributions and express thanks.



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## 8. ASK QUESTIONS (AND LISTEN!)

When talking to parents, ask questions. Not just about your Pathfinders study habits, but about their interests. Listen and absorb the information. Ask follow-up questions. You'll be surprised how much you can learn about not only your pathfinders, but their families too.



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## 9. DON'T MAKE ASSUMPTIONS

No Director or staff member should ever make assumptions about a pathfinders home life. Don't assume a pathfinder lives with two parents or any parent at all. Also don't assume that English is a parent or guardian's native language. Be mindful of the fact that families come in all shapes, sizes, and backgrounds.



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### SCRIPTURAL REFERENCES

1 Timothy 4:12

12 Don't let anyone look down on you because you are young, but set an example for the believers in speech, in conduct, in love, in faith and in purity.



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### SCRIPTURAL REFERENCES

Ephesians 4:25-26

25 Therefore each of you must put off falsehood and speak truthfully to your neighbor, for we are all members of one body. 26 "In your anger do not sin"[a]: Do not let the sun go down while you are still angry...



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### COMMUNICATIONS CHARACTERISTICS



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## COMMUNICATION

The best way to avoid misunderstandings with parents is to have ongoing, clear lines of communication from the beginning. The more you keep them informed about club meetings and include them in Club happenings, the more they'll feel like a part of the team. The end result?

Parents who are supportive, understanding, and a little less likely to jump to negative conclusions.



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### 5 ground rules of effective communication with parents

1. Begin the year by explaining how and when you'll keep in touch with them
2. Never feel pressured to make an important decision, evaluation, or assessment during a parent meeting or conversation
3. Let parents know they can trust you



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### 5 ground rules of effective communication with parents

4. Assure parents that you will inform them immediately about any concerns you might have with regard to their child
5. When presenting a concern to parents, ALWAYS be ready to explain what strategies you've already used to address the issue and what new strategies you are considering



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### COMMUNICATION

Let parents know that you value their questions and concerns and would never minimize them by responding "off the cuff" or "on the fly." Explain that in order to give them your undivided attention, you've set aside specific times to talk. It's important to decide when you want to take and return phone calls and emails and when you're available to meet with them.



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### COMMUNICATION

Instead, be prepared to take some time to think and get back to the parent. For example, "You've made a great point, Mrs. Pathfinder Parent, and this is an important issue. I'd really like to give it some serious thought and get back to you on it."



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### COMMUNICATION

Then make it a point to tell the parent exactly when he or she can expect a response: "Let's schedule another meeting/phone conference for Friday. Does that work for you?" This allows you time to consider the issue, develop possible solutions, and consult with your Area Coordinator, Executive Coordinator or Youth Director



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### COMMUNICATION

Be discrete: Avoid discussing Pathfinders with other parents or engaging in any negative talk. I also make this a rule for parent volunteers who spend time with the club. I tell parents that all of us have good days and bad days. If a volunteer witnesses a "bad day" — any negative or challenging behavior on the part of a pathfinder — that particular situation remains in the meeting/campout and confidential.



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### COMMUNICATION

Parents become extremely upset when the first sign of trouble comes from the Club Director. (at Club meeting, Campout or Field Trip) Always try to share even small concerns early on, rather than waiting and then dropping a bombshell.



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### COMMUNICATION

Parents don't want concerns dropped in their laps without at least a tentative action plan, which you'll adjust based on their input.

If you keep these communication ground rules in mind, parents will thank you, and your life as a Pathfinder Director will be much easier!



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## COMMUNICATION

### Dealing With Nagging Parents

1. Pray
2. Listen to what they have to say
3. Use the 'broken record technique'
4. Set a concrete deadline
5. Let them know you have a problem with their nagging




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## THE FOUR BAUMRIND PARENTING STYLES

- ✓ Authoritarian or Disciplinarian
- ✓ Permissive or Indulgent
- ✓ Uninvolved
- ✓ Authoritative




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## THE FOUR BAUMRIND PARENTING STYLES

- ✓ Authoritarian or Disciplinarian

The authoritarian parenting style is about being strict and stern. It insists on unquestioning obedience, and enforces good behavior through threats, shaming, and other punishments. As defined by psychologists, it's also a style associated with less parental warmth and responsiveness




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**THE FOUR BAUMRIND PARENTING STYLES**

✓ Permissive or Indulgent

Permissive or Indulgent parents mostly let their children do what they want, and offer limited guidance or direction. They are more like friends than parents.



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**THE FOUR BAUMRIND PARENTING STYLES**

✓ Permissive or Indulgent

Uninvolved parents give children a lot of freedom and generally stay out of their way. Some parents may make a conscious decision to parent in this way, while others are less interested in parenting or unsure of what to do.



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**THE FOUR BAUMRIND PARENTING STYLES**

✓ Authoritative Parenting

Authoritative parents are reasonable and nurturing, and set high, clear expectations. Children with parents who demonstrate this style tend to be self-disciplined and think for themselves. This style is thought to be most beneficial to children.



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**SHARING YOUR PHILOSOPHY**

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**SHARING YOUR PHILOSOPHY**

Pathfinders is not about hierarchy and power, but provides a safe place for kids to grow in Christ and community. The difficulty is that in this postmodern society, kids often do not come from strong, safe, Christian families. So, it is even more crucial to model to parents this safety and community support.

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**SHARING YOUR PHILOSOPHY**

So, it is even more crucial to model to parents this safety and community support. Rather than reacting to difficulties, try to anticipate and prevent them before they can arise.

Make sure that any sensitive conversations remain confidential, unless abuse is involved

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### SHARING YOUR PHILOSOPHY

Share with parents how you plan to empower their children to be leaders, which will involve making mistakes.

When it comes down to deciding between protecting kids and having parents like you, kids must come first.



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### SHARING YOUR PHILOSOPHY

Be Your Honest Self. People can usually tell when others are not genuine and sincere. Be yourself, and don't be ashamed of that, realizing that not all families may fully click with you. Live each moment as if you are in the presence of Jesus. Be open and honest about mistakes you have made; this goes a long way towards building trust with parents.



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### TECHNIQUES FOR RELATING WITH DIFFICULT SITUATIONS



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### TECHNIQUES FOR RELATING WITH DIFFICULT SITUATIONS

Be willing to take criticism. This is one of the most complicated and difficult parts of being a Director. Some parents either help too much or criticize too much, and can be a hindrance as staff.

Ideally, Pathfinders are at the age when they need and even thrive under small amounts of separation from parents.



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### TECHNIQUES FOR RELATING WITH DIFFICULT SITUATIONS

However, it is unavoidable in small churches/clubs, and most clubs would not exist without parental help. Therefore, it is crucial to have very clear communication about expectations for parental staff from the very beginning of each year.



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### TECHNIQUES FOR RELATING WITH DIFFICULT SITUATIONS

When setting up staff for various classes, separate parents and kids as much as possible. However, no matter what is done, favoritism will be present, mostly unintentionally, but there nonetheless. However, If you expect it, though, it loses at least some of its power.



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### TECHNIQUES FOR RELATING WITH DIFFICULT SITUATIONS

You may have to take criticism from both sides, so be willing to stand firm on your position to protect kids, and remain calm and kind at all times.



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### TECHNIQUES FOR RELATING WITH DIFFICULT SITUATIONS

Learn to Laugh. Almost every interaction with parents provides an opportunity to laugh. And if you love to be with people, all people, even the difficult ones, you will find even more chances to laugh, rather than times of frustration. Many of the most amusing times are with parents.



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### TECHNIQUES FOR RELATING WITH DIFFICULT SITUATIONS

If there is nothing that you can find to laugh about in the situation, spend extra time than you normally would in talking to God about your confusing and painful experiences. He is the only one who can turn our mourning and trials into joy and peace through His presence and strength.



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### TECHNIQUES FOR RELATING WITH DIFFICULT SITUATIONS

Each situation and interaction with parents is different. You usually cannot directly apply one response to the next instance. Therefore, it is always crucial to listen, listen, listen, and watch body language and tone before you respond.



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### TECHNIQUES FOR RELATING WITH DIFFICULT SITUATIONS

It is better to remain silent for a while or say gently that you need more time to think before responding, rather than saying something you may regret for years.

Choose to speak love into crisis, being the first to apologize, rather than reacting to the escalation of others.



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### TECHNIQUES FOR RELATING WITH DIFFICULT SITUATIONS

Take every opportunity possible to affirm kids to parents, parents to kids, as well as both to their faces. Look for ways to bridge gaps between people, and encourage community and support.



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### TECHNIQUES FOR RELATING WITH DIFFICULT SITUATIONS

Discern as much as you can of the backstory before you enter a situation with recommendations or decisions. Pray, pray, pray for wisdom as you interact with parents and pathfinders. Always love, but never hesitate to speak the truth (in love) where it needs to be spoken.

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### TECHNIQUES FOR RELATING WITH DIFFICULT SITUATIONS

Treat parents the way you would want to be treated. Communicate clearly, speak the truth in love, and live with consistent integrity.

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### HOW TO ENGAGE PARENTS IN YOUR CLUB AND COMMUNICATE EFFECTIVELY

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**#ONETEAMNAD  
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- ✓ Parents complaining about discipline
- ✓ Two parents complaining about bullying – same kids
- ✓ Parent staff making decisions that go above yours, regarding their kids

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**#ONETEAMNAD  
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- ✓ Be 100%
- ✓ Dress to Relate not to Intimidate
- ✓ Discuss with Parents the Club policies on Discipline
- ✓ Don't be afraid of Physical Enrichment

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- ✓ Be Reachable – When they answer...“Everything is ok...”
- ✓ Be mindful of the Cultural Differences
- ✓ Be mindful of the Social/Economic Differences
- ✓ Letting Parents know up front...Pathfinders is Expensive

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- ✓ Dealing with co-parenting household situations
- ✓ Know the trends
- ✓ Know what generations you are dealing with (mostly Millennials and Gen Xer Parents)
- ✓ Most Kids DON'T WANT their parents involved

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**#ONETEAMNAD  
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- ✓ **Be Relevant**  
**Present Pathfinders as a program that will**
  - A. Make better Citizens
  - B. Teach Discipline and Respect
  - C. Teach Disaster Preparedness
  - D. Lead to a long lasting Relationship with Jesus Christ

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