

## Collaborating with Families: Building Capacity

DO	DON'T
Guide family through the PBS process.	Expect the parent to "lead" the PBS process the first time around.
Determine the parent's learning style: show and model, meet and discuss later, observe and tell.	Give lots of extra reading material unless it fits the parent's learning style.
Assign roles.	Expect any one person to do it all.
Listen. Develop trust. Establish good rapport.	Expect immediate "buy-in".
Use techniques, strategies and data forms that fit the environment and capacity for all team members.	Ask for elaborate data collection.
Follow the families' lead.	Act like the "expert".
Develop a procedure/timeline to work together.	Work on too much at one time.
Sit at a round table (or on the long side of the rectangular table).	Sit at the head of a table.
Establish a good time for observation, discussions, and meetings that work for the team.	Forget that time is an issue.
Empathize, Praise and Encourage.	Forget to build a good rapport.
Respect all team members.	Disrespect team members or children.
Use an integrated approach to teaching techniques and strategies.	Teach using only your learning style.
Get clear expectations and goals from all team members.	Assume that you know what the team needs.
Be flexible and have fun.	Be rigid.