

**Office of the
Education
Ombudsman**

Professional Development for Educators



State of Washington

1-866-297-2597

www.waparentslearn.org

Professional Development for Educators and School Staff

The Office of the Education Ombudsman (OEO) offers on-site classes for Superintendents, Principals, Teachers Family Involvement Liaisons/Coordinators, Para-educators and other school/district staff. These interactive classes are specially designed to provide participants with practical tools and strategies to partner with families and achieve better outcomes for students.

Classes are taught by Education Ombudsmen who have many years of experience as teachers, counselors, administrators, and attorneys in Washington public schools. Education Ombudsmen work daily with parents, educators and school administrators across the state removing barriers and resolving problems affecting students. Clock hours are provided.

Class Descriptions

- **Essential Partnerships – Involving Families in Schools**

Research shows that successful school-family partnerships are good predictors of student academic success. This class explores the diverse and valuable perspectives families bring to the school setting, debunks parent involvement myths, and identifies the benefits of creating school environments that promote partnerships with parents. Participants will learn about successful models, and tried-and-true practices and strategies currently used in public schools around the state.

3 hours - \$1,000 Maximum 40 participants. Clock hours.

- **Difficult Conversations - Preventing and Resolving Conflict with Parents**

Conflict between families and school staff can negatively impact student learning, staff morale, and hamper the involvement of families in schools. Learn to effectively and professionally communicate with parents, even in difficult circumstances, and how to actively listen and problem-solve. Find out how what escalates conflict, how to de-escalate it, and what you can do to maintain good relationships and cultivate partnerships with parents. This class involves role-plays and practice dialog.

4 hours - \$1,300 - Maximum 40 participants. Clock hours.

- **Teaching parents about the public school system**

Many parents are missing basic information about the Washington public education system that can help them become better partners in education. This session covers information that educators and school staff can use to educate parents and help them become more engaged.. Participants will learn communication tools to explain how school districts are structured, student rights and responsibilities, school rules, school district policies, state and federal education laws and more.

4 hours - \$1,300 Maximum 40 participants. Clock hours.

- **Managing, Training and Nurturing School Volunteers**

This workshop will help you develop an effective volunteer program for your classroom, school and/or school district. Participants will learn how to create a system to recruit parents and other volunteers from the community, how to train them, supervise them and place them appropriately. Successful strategies to recognize and appreciate the work of volunteers will be presented.

3 hours - \$1,000 - Maximum 40 participants. Clock hours.

- **Developing cultural competence to engage ELL Families in Schools**

Immigrant, refugee, and migrant families face great challenges to become involved in their children's education. They have different perspectives and needs that are not always understood and addressed in public schools. Participants will raise their cultural competence level, learn the differences and similarities between various cultural groups; learn how to work effectively with interpreters, how to maximize translation resources, and how to plan effective school programs and events. Examples of national and local successful involvement strategies will be discussed.

6 hours - \$2,000 - Maximum 50 participants. Clock hours.

- **The Accidental Ombudsman**

Are you a staff member who finds yourself occasionally in charge of in-taking and/or resolving parent complaints? If so, this class is for you. Learn from professional Ombudsmen how to set up a system to track complaints, how to listen to parents and ensure they are being heard, how to ask the right questions, how to begin to problem-solve and how inform and empowered the aggrieved parent. Find out how to prevent conflict from escalating and reach workable solutions that focus on what is best for the student.

4 hours - \$1,000- Maximum 40 participants. Clock hours.

To schedule Workshops

Class fees include materials, preparation time, and travel within 30 miles of Seattle. There are extra costs for trainers' travel and lodging outside this area. To schedule classes or for more information, contact Cathy Liu Scott at cathyliu.scott@gov.wa.gov or at 206-748-5608.

The Office of the Education Ombudsman

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