



Effective Communication and Engagement with Parents and Carers

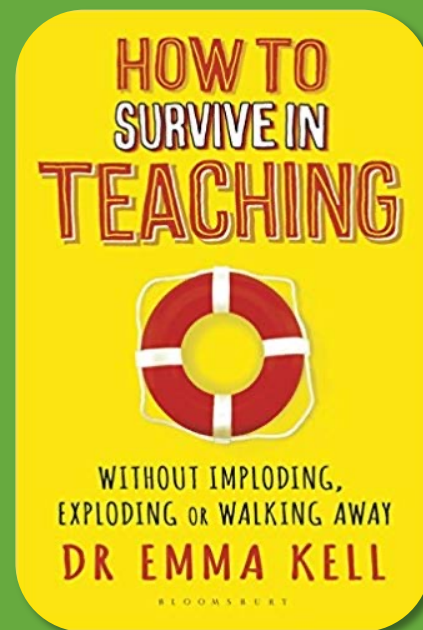
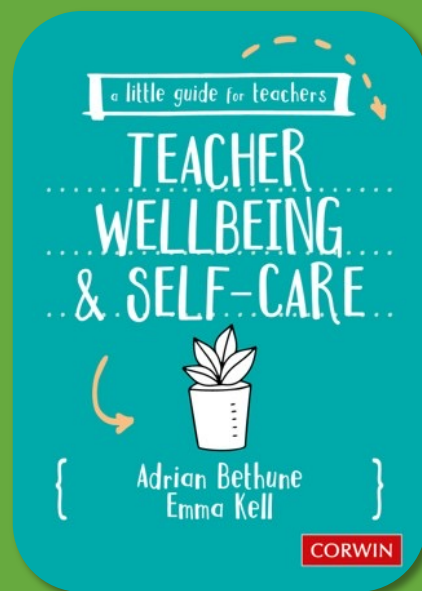
Dr Emma Kell

20 March 2026

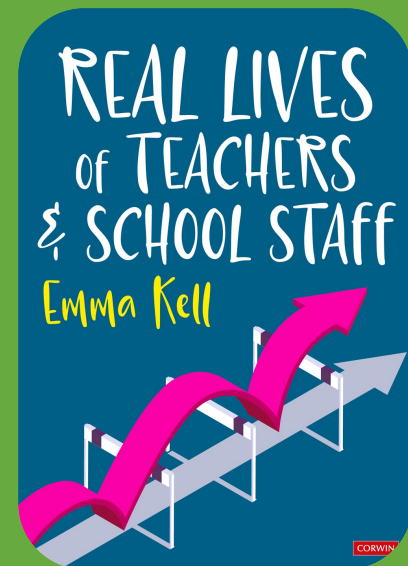
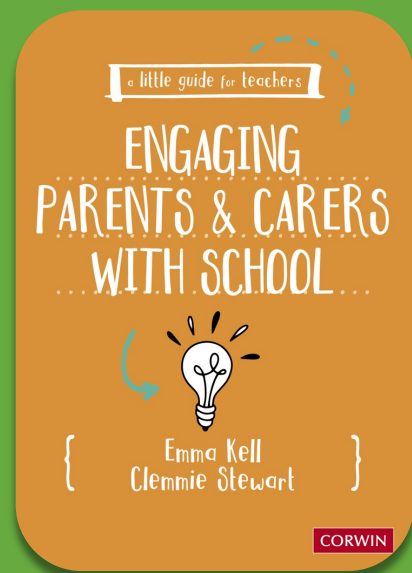

EPHA
Essex Primary Headteachers'
Association


Those That Can

A bit about me



Shifting identities:
A mixed methods study of the experiences of
teachers who are also parents



@thosethatcan

<https://www.those-that-can.com/>

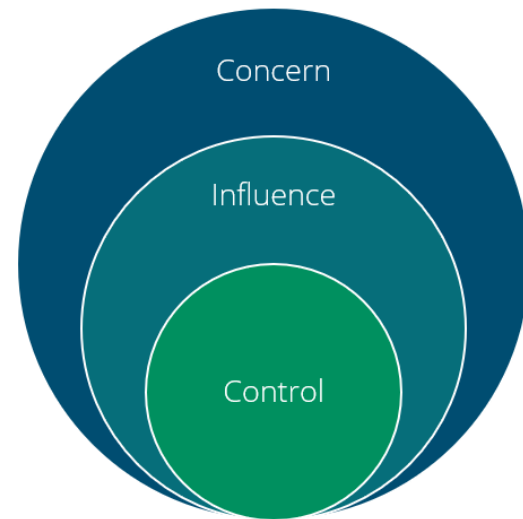
emma@those-that-can.com

Today's session



- Chatham House Rules
- A secure space with no judgement
- Taking something away

Key principles



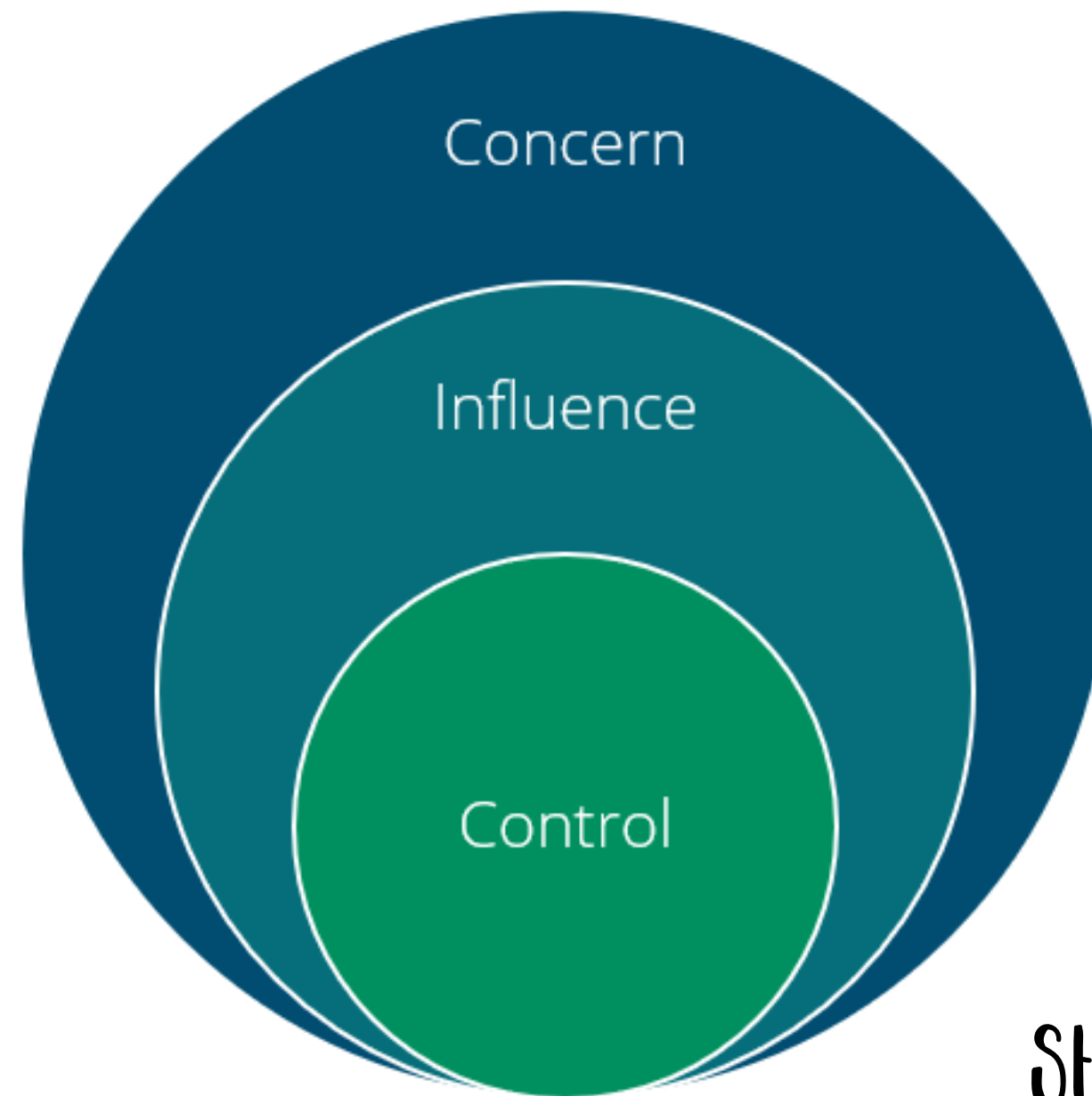
"My ok isn't
necessarily your ok"



"Assume
good
intent"



Controlling what you can



Stephen Covey

The challenges



What's going on with parents and carers?



COURAGEOUS CONVERSATIONS: THE VIEW FROM HERE



Who do you need to have a courageous conversation with?

If you could say, in a sentence (without filter) what you want to say, what would it be?

VIEW: A FRAMEWORK

V: Values

I: Impact/Importance

E: Empathy/Emotions

W: Who, Where, When, What...

V: VALUES

Fairness

Trust

Growth

Safety

Dignity

Adventure

Success

Kindness

Humour

Public service

Humility

Mercy

Happiness

Autonomy

Respect

Liberty

Equity

Excellence

Self-knowledge

Risk

Inclusion

Nurture

Generosity

Independence

Reliability

Integrity

Love

Belonging

Honesty

Empathy

Stability

Compassion

Candour

Resourcefulness

Simplicity

Creativity

Duty

Curiosity

Justice

Order

Understanding

Supportiveness

Openness

Determination

Open-mindedness

Authenticity

Playfulness

Courtesy

Insight

Loyalty

Forgiveness

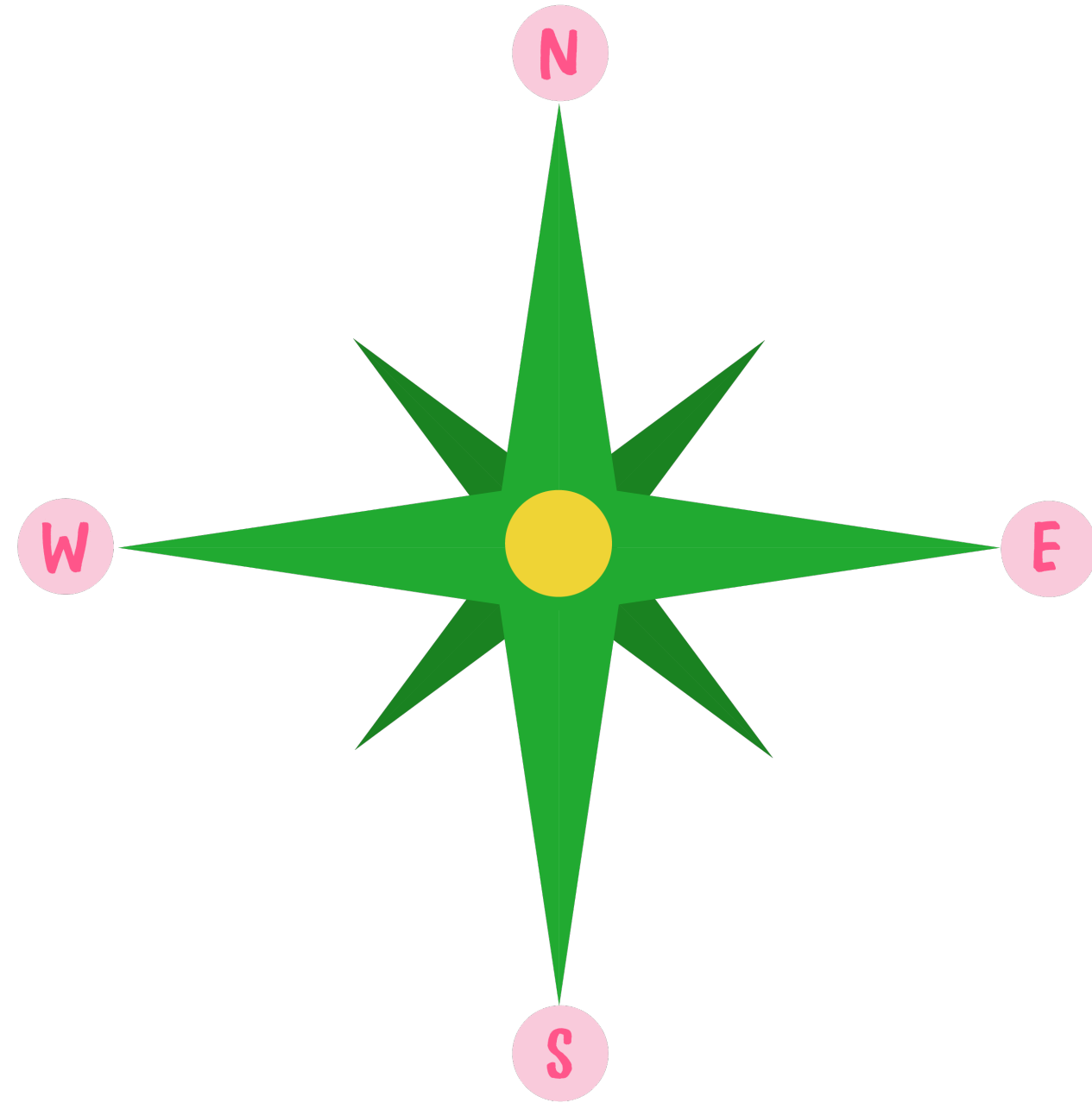
Patience

Self-control

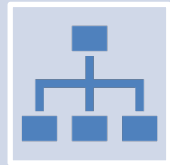
Credibility

What else?

My values compass:



VALUES IN ACTION



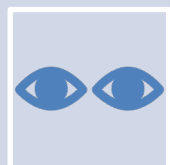
Which 4 values are central to the conversation you need to have?



Why are they so important?



What's challenging them?



How do they look/feel in this case?

I: IMPORTANCE/IMPACT

Why does this
matter?

What impact do you
want this
conversation to
have?

Thoughts, feelings
actions

E: EMOTIONS

Experienced as negative

Experienced as positive

High energy

Embarrassed
Ashamed
Helpless
Despairing
Panicked
Jealous
Overwhelmed

Enraged
Worried
Distressed
Afraid
Insulted
Anxious
Impatient

Guilty
Disgusted
Frustrated
Humiliated
Stressed
Irritated

Surprised
Brave
Hopeful
Excited
Optimistic
Playful
Ecstatic

Amazed
Determined
Joyful
Focused
Motivated
Confident
Passionate

Fascinated
Interested
Cheerful
Curious
Delighted
Proud

Low energy

Depressed
Apathetic
Disturbed
Envious
Doubtful
Glum
Miserable

Bored
Lonely
Grumpy
Tired
Disappointed
Nervous
Sad

Hurt
Confused
Uncomfortable
Reluctant
Hopeless
Isolated

Sleepy
Grateful
Appreciated
Relieved
Valued
Chilled
Comfortable

Attentive
Caring
Serene
Pleased
Content
Supported
Empathetic

Kind
Thoughtful
Sympathetic
Relaxed
Safe
Calm

E: EMOTIONS

	Person 1	Person 2	Person 3
Current emotions			
Desired emotions			

W: WHO, WHERE, WHEN, WHAT?

Who is involved?

Where will the conversation take place?

When will the conversation take place?

What data/evidence do you have/will you collect?

What will the conversation involve?

The power of humour



Reduces stress and tension.

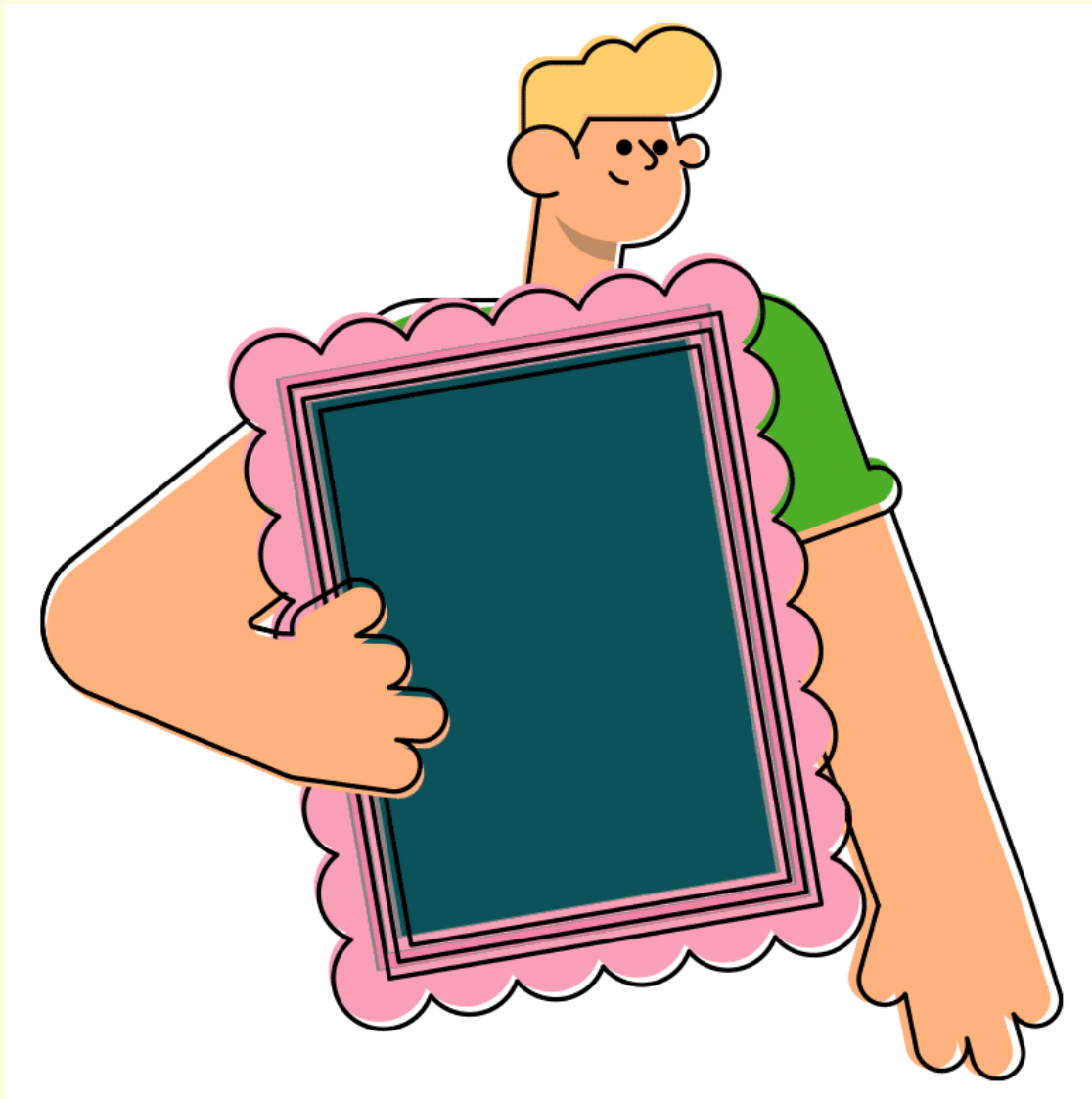
Contagious and helps build rapport

More likely to laugh with others than alone

Strengthens the heart and increases natural killer cells

Finding humour in our situation enhances our sense of perspective and control over the uncontrollable

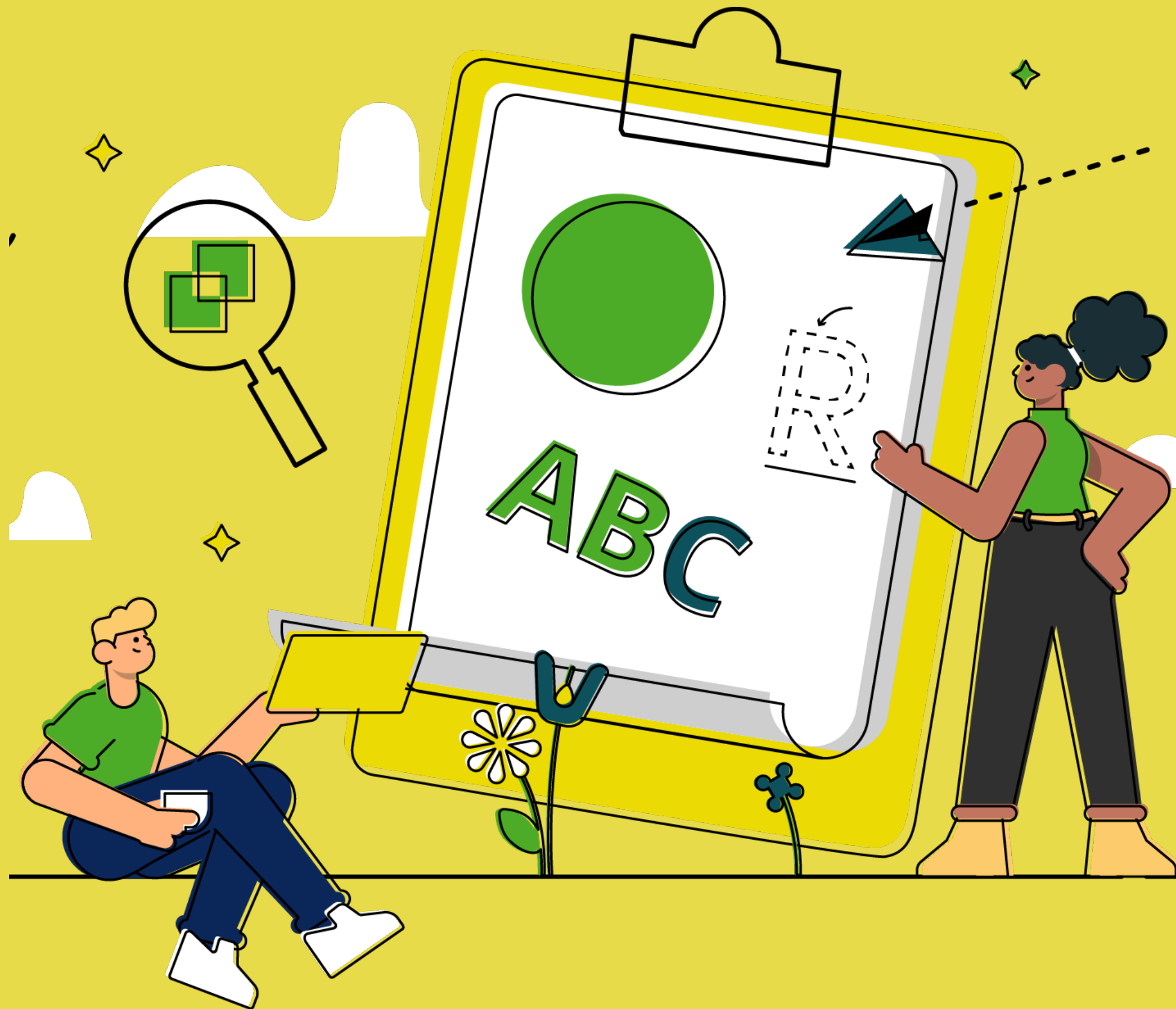
Any questions?



Follow me on X: @thosethatcan

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Get in touch: <https://www.those-that-can.com/>



Thank you