Building the Bridge: Creating a Facilitated IEP Culture

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IHD-AzTap Evidence for Success Disability Conference
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2:45 pm – 4:00 pm

Training Agenda

Welcome

Purpose

- Create a FIEP culture where schools and families collaborate to support student success

Outcomes

- Offer tools to help to create a FIEP culture where schools and families collaborate to support student success
- Provide a variety of strategies to strengthen the partnership with families

Group Norms

- Communicate clearly and listen carefully
- Share your views and respect the views of others
- Ask and welcome questions for clarification
- Silence cell phones
- Honor time limits and stay on task

IEP Facilitation

- Benefits
- Predictable and Transparent Structure
- Building a Partnership
- Communication Techniques

Welcome

Education/Certification

- MEd Educational Leadership
- BS Special Education and Elementary Education
- National Board Certification, Early Childhood Generalist
- Arizona Principal Certification
- Multiple Arizona Teaching Endorsements and Certifications

Professional Experience

- General Education (Preschool–4th Grade)
- Special Education (Gifted, Resource, and Self- Contained)
- Assistant Principal
- Special Education Coordinator
- Alternative Dispute Resolution Specialist

Personal Experience

- Three boys
  - One on a 504 and gifted
  - One on an IEP
  - One is twice-exceptional

How Do You Feel When You Hear the Words “IEP Meeting”?

1

2

3

4

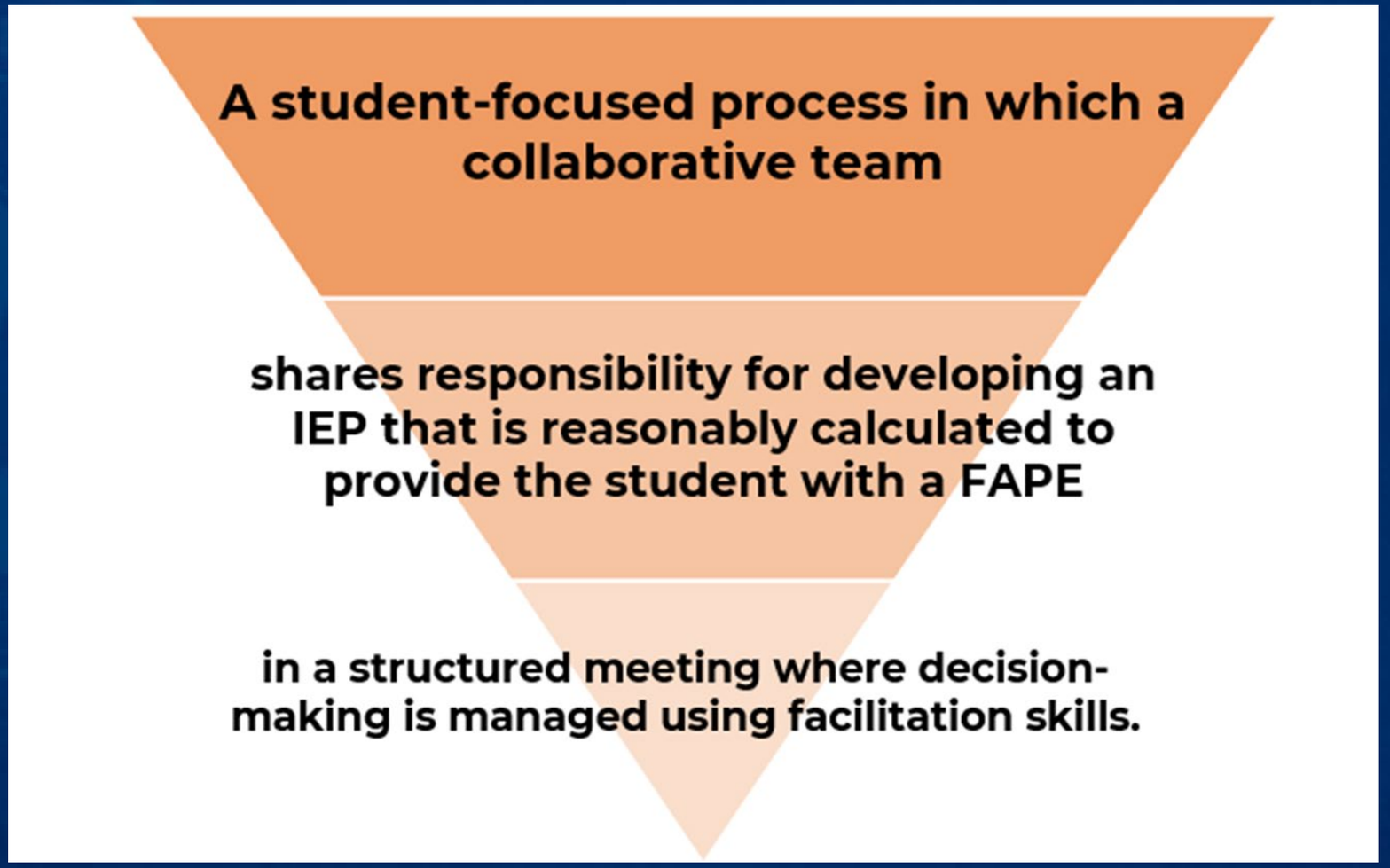
How Can We Change This?

Nearly four decades of studies have identified negative parent experiences with the IEP meeting process, including excessive paperwork, lack of parent inclusion during team discussions, overuse of jargon, and confusing procedures that typically include professionals focusing on IEP paperwork and compliance, rather than collaborative practices.

(Mueller & Vick, 2019)

The FIEP Culture Can Change Experiences

What Is IEP Facilitation?



Benefits Of An FIEP Culture

Provides a predictable and transparent structure

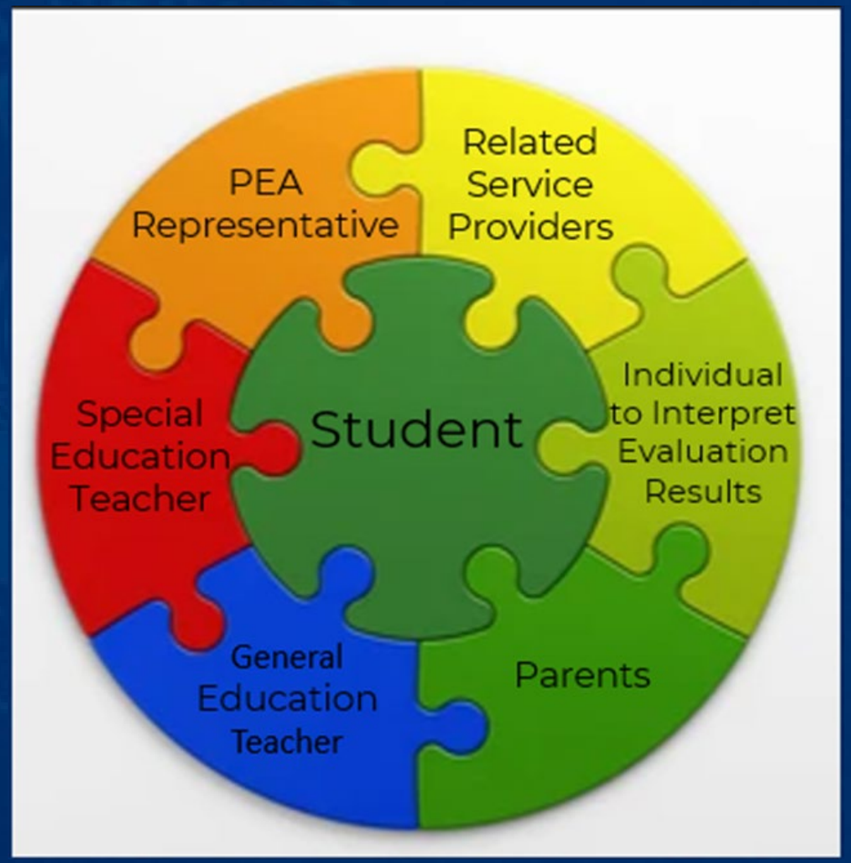
Maintains focus on students and their needs

Supports full participation of all members

Strengthens partnership between families and staff

Provides opportunity to resolve conflicts, if they arise

Why Is It Important To Have All Members Of the Team Involved?



It is necessary to have the diverse knowledge of the entire team in order to meet a student's specific learning needs.

Meeting Participants

What are the five required roles in an IEP meeting?

- Parent/Guardian
- General Education Teacher
- Special Education Teacher
- Individual to Explain Evaluation Results
- Representative of the Public School
- Student (when applicable)

Predictable and Transparent Structure

Agenda

- A logical, sequential, and predictable plan
- Provide a copy and/or post at the meeting
- Redirection tool to keep team on track
- Fosters meeting efficiency
    - Primary purpose of meeting
    - Meeting norms
        - Consistent with PEA
        - Secure agreement
    - Sequence of topics
    - Prioritized issues

Predictable and Transparent Structure

(continued)

Parking Lot

- A list of issues to be addressed at a later time
- Topics outside of the IEP process
- Validates that the concern was heard and will be addressed later
- Allows team to focus on the meeting purpose

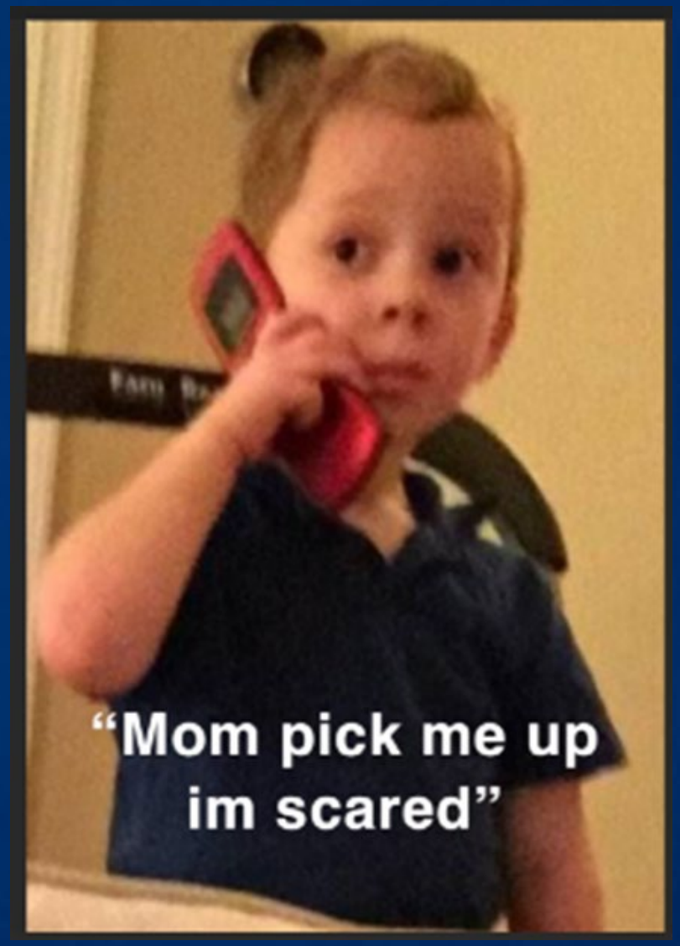
Action Plan

- A list of action items to be completed as agreed upon in the meeting
- Items that support the student
- Clearly defined
- Accountability

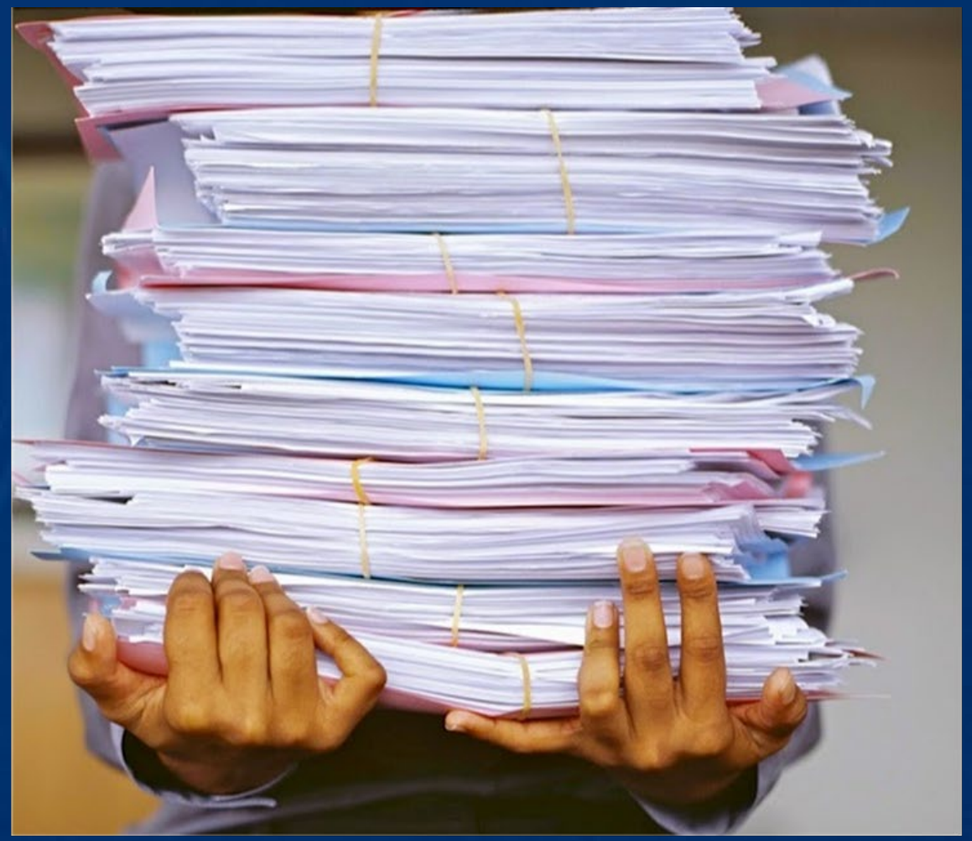
Pulse Check

How are you feeling so far about what you have learned?

Questions?



What Is the Most Important Part of the IEP?



Creating A Partnership

Create a Partnership Right from the Start
- Communicate with the student's family and staff from day one
- Follow through with anything discussed to build trust

Pre-Meeting Communication
- Give advanced notice and be as flexible as possible when scheduling meetings
- Ask for parent, staff, and student input before the meetings
- Share an agenda and a draft of the IEP before the meetings

Welcoming Environment
- Supplies: paper, pens, sticky notes, tissues, busy box/books for kids
- Be prepared and greet the parents when they arrive
- Seating arrangement
- Be hospitable
- Listen…

Communication Techniques

Repeating words to ensure the team understands what is being said.

Paraphrasing is restating what was said in your own words. It is often helpful to focus on the core needs.

Summarizing with neutral language or reframing is the process of changing the way a thought is presented so that it maintains its fundamental meaning but takes out emotion making it more likely to support resolution efforts.

Open-ended questions typically start with why, how, or what. They encourage a detailed response, rather than a yes or no response. While why questions are open-ended, they can often trigger a defensive answer.

- How would you approach this problem?
- What do you think is the best solution?
- Tell us about what you see at home.
- What do you mean by doesn't understand?

The Art Of Listening

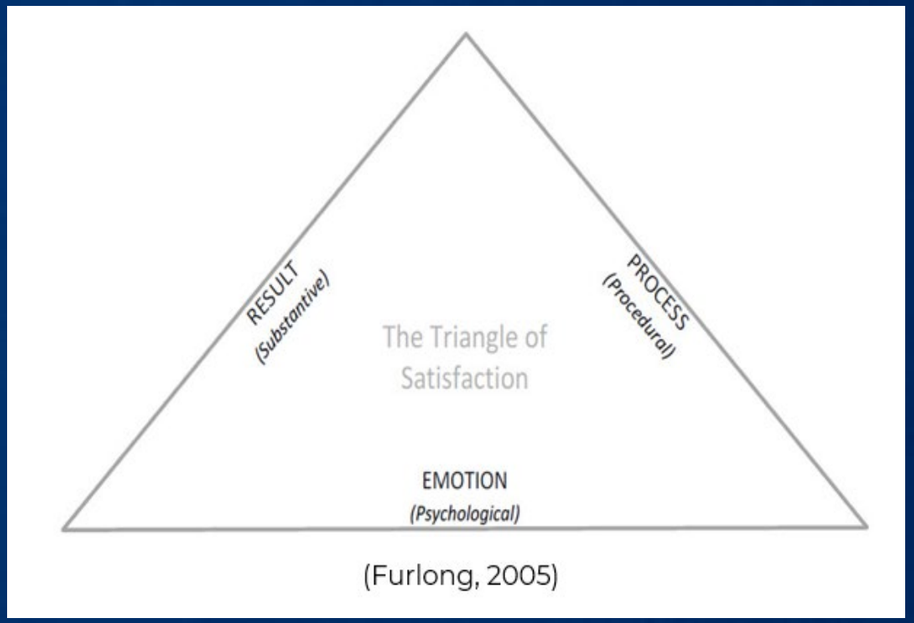
Simon Sinek

YouTube Video of The Art of Listening

Triangle of Satisfaction

Three primary needs that influence the outcome of most disagreements

- Process: People want to be active in decision-making procedures. It is important to establish procedures that create trust and comfort.
- Emotion: People have a past that can sway their perspectives. It is important people feel heard and can see other people's point of view.
- Result: People need to understand all the details to make an informed decision. It is important to ensure that all issues are focused and well framed.



(Furlong, 2005)

Reframing Conflict

'...reframing is the process of changing the way a thought is presented so that it maintains its fundamental meaning but is more likely to support resolution efforts.'
Bernard S. Mayer

Original Statement: The parent is accusing me of being mean to their daughter. The mother keeps calling and emailing me with ridiculous demands. She is constantly trying to manipulate me to get what she wants.

Reframed Statement: I am struggling to communicate with a parent at the moment.

Your Turn

Original Statement: This past year has been horrible. Nothing has gone right. The teachers are awful and aren't teaching my son anything. He doesn't understand what is happening in class and the teachers aren't even trying to support him.

Reframed Statement: ?

Underlying the Root Causes

Conflict is often caused by underlying emotions or personal interests.

Issue: Transportation

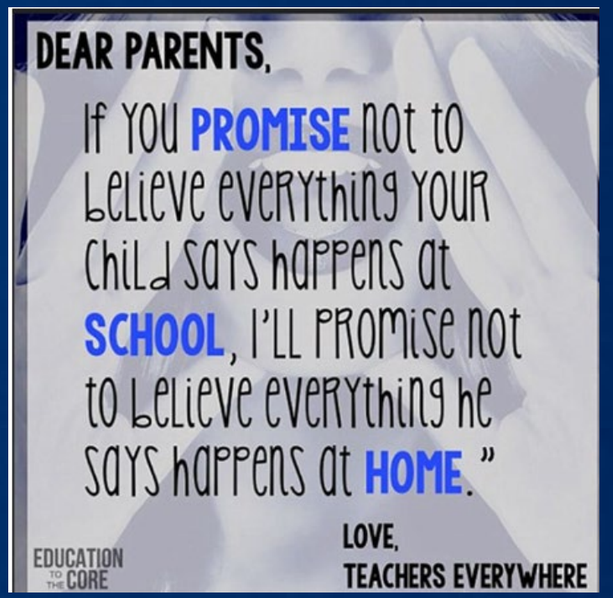
Parent's Stance: I want a 1:1 bus aide for my child to and from school.

Parent's Root Cause: My child comes home crying because he is being bullied on the bus. I had a similar experience growing up.

Other Possible Solutions: Incentives for Good Behavior, Lesson on Being a Good Friend, View Video of Bus Routes

Communication Practice

Scenario 1 Lupita is a 5th grade student who requires assistive technology in order to communicate. Her parents have researched all options and believe that she needs the newest voice-generating AT device in order to maximize her IEP progress. This device costs approximately $10,000. The school district feels that Lauren's IEP goals can be met using a different AT device at a lower cost.	**Issue:**
	Stance:
	Root Cause:
	Possible Solutions:



Negotiation: Us Versus the Problem

Daniel Shapiro

Negotiation Video

FIEP Culture

Handout with QR Codes

Questions?

Participant Survey

FIEP Training Participant Exit Survey

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Contact Us

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Visit the ADE/ESS Dispute Resolution website for more information and resources!