

EARLY RESOLUTION TOOLKIT

Strengthening Communication and Resolving Conflict Early

Supporting educators and families to prevent conflict, strengthen relationships with families, and address concerns early before they escalate into formal disputes.

TOPIC AREA	RESOURCES AVAILABLE
Why Early Resolution Matters? • Builds trust between families and school teams. • Promotes collaborative problem-solving. • Reduces misunderstandings and escalation. • Keeps the focus on student needs and outcomes.	**PEAL** • Family Engagement & Advocacy • The Rights Done Right: Procedural Safeguards Video • Family-School Partnerships **ODR** • Overview Training **PaTTAN** • Family Engagement Framework • Parents Guide to Special Education **BSE** • Procedural Safeguards • BSE Contact Information **CADRE** • Why Partnerships Matter Resources
Proactive Communication Strategies: • Communicate concerns early and often. • Use clear, family-friendly language. • Share both strengths and concerns about the student. • Follow up conversations with written summaries. • Invite questions and encourage family input.	**PEAL** • Parent-Friendly Communication Tools • Communication Tips • Communicating Effectively with your School Team **ODR** • Conflict Resolution Skills for Schools and Families • ConsultLine **PaTTAN** • Communication & Collaboration Webinars **BSE** • BSE Contact Information **CADRE** • Effective Communication Guides

TOPIC AREA	RESOURCES AVAILABLE
Active Listening Techniques: • Listen to understand, not just to respond. • Paraphrase key concerns to confirm understanding. • Ask open-ended questions. • Acknowledge emotions without becoming defensive. • Focus on interests and needs rather than positions.	**PEAL** • Family Perspective Training Sessions • Empowering Change Group **ODR** • Conflict Engagement • IEP Facilitation **PaTTAN** • Professional Learning on Coaching & Facilitation • F2Max **BSE** • BSE Contact Information **CADRE** • Listening & Dialogue Tools
Conflict Prevention Practices: • Establish positive relationships before challenges arise. • Set clear expectations and timelines. • Address disagreements promptly. • Use collaborative decision-making during IEP meetings. • Document action items and next steps.	**PEAL** • Navigating Disagreements Workshops • IEP Online Academy • 6 Steps to Responding to Conflict Constructively **ODR** • ConsultLine • IEP Facilitation • Mediation • Family Resource Library **PaTTAN** • Family Engagement Framework • IEP Team Decision-Making **BSE** • Procedural Safeguards • BSE Contact Information • Other State Guidance Docs **CADRE** • Preventing & Managing Conflict Resources

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BUILD YOUR OWN TOOLBOX

Local Task Force Resource Hub

State Task Force

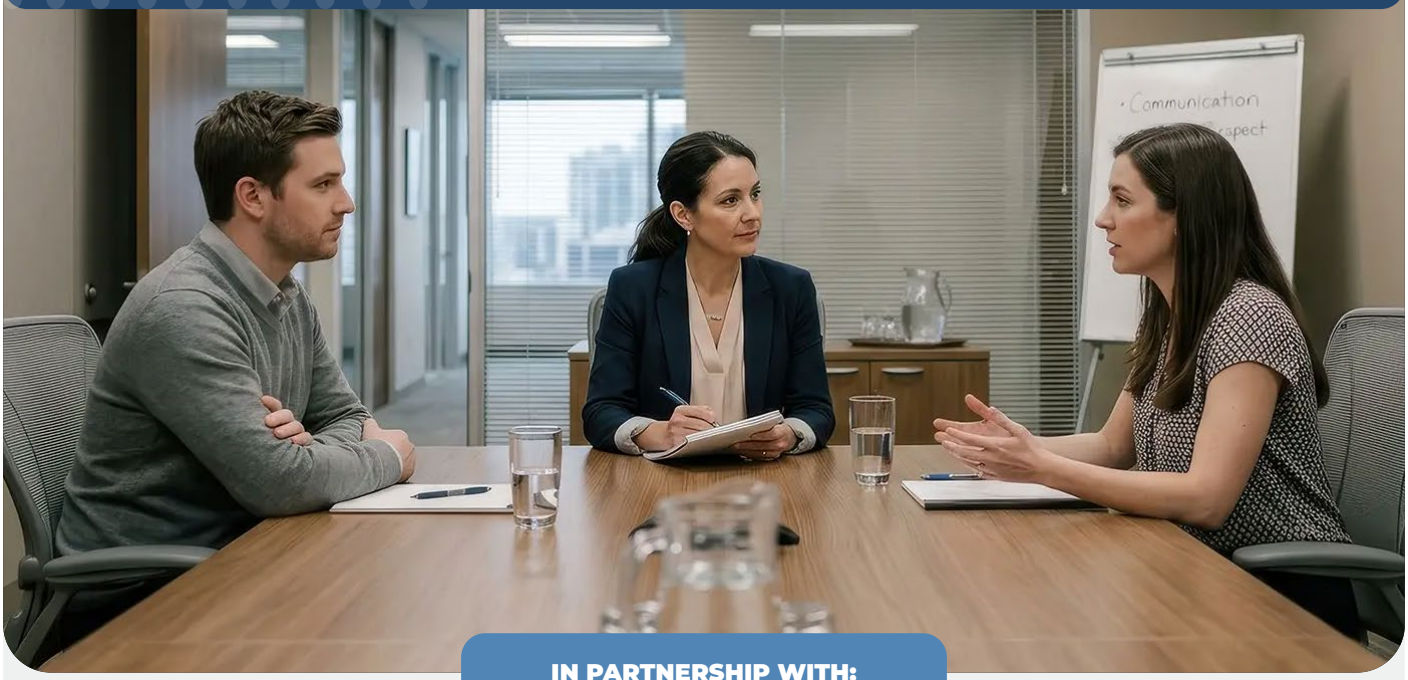
APR Initiatives

PEAL Resource Library

Parent Ambassador Network

Annotated IEP

Multilingual Resources - ODR



IN PARTNERSHIP WITH:

PEAL CENTER

PaTTAN
Pennsylvania Training and Technical Assistance Network

PA Commonwealth of Pennsylvania

CADRE

ODR
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