

KID BIZ NEWSLETTER
MARCH 2007

*A Newsletter For Child Care Professionals
Bringing You Information and News You Can Use!*

Brought to you by:
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I want to welcome you to my first newsletter! If you've seen me at workshops and conferences you know that I'm a get to the point, forget the fluff, type of person – and that's just what you'll get with this newsletter. No silly graphics or photos that take all day to download and lock up your computer, no fancy fonts, no links to useless companies, no advertising, and no walking around the issues. Just hard facts, straight forward talk and an opportunity to gain some useful information that can make a difference in your business or career - TODAY. I hope you appreciate this approach, if so, please forward it to a friend so they can sign up to receive their own! Patricia

1. SHARING IDEAS

I've stated before that my intent is to be the type of author that brings childcare professionals what they need. In order to do this, I need to hear from you! Send me your questions, your ideas, your accomplishments, your trials and I'll get you the kind of information that can make a difference for you. You can email me through my website at www.patriciadischler.com or you can get in on a conversation on my blog at <http://kidbiz.blogspot.com> to share your thoughts or suggest a new topic. I can't wait to hear from you!

2. Getting Parents To Complete A Task

I chose this for our first topic since it seems to be the one thing we all have our bad days with – getting the parents to hear what we need from them and do it in

a timely manner. You know what I mean, the parent that you told you were out of diapers, left them a note in the cubby, wrote “Last One!” directly on the child’s diaper before going home the day before, and they STILL forgot to bring you some more this morning! Or, the one you asked to get a health report form filled out, gave them three already that seem to disappear, filled one out for them with everything but the doctors signature, and now that seems to have disappeared too!

So, what can we do?

The key to getting parents to hear you boils down to two things...

1. Find out their learning (and listening) style.
2. Find out how much work they are willing to put into a task.

Let’s take our first example, the diapers. Every person learns through a different sensory input. Some us are visual learners, others auditory, still other tactile. Knowing which one the parent is can really help you save time and energy.

If they are a visual learner, writing “Last One” on the diaper at the end of the day in bright blue permanent marker should work. It’s a vision worth remembering! If they are an auditory learner, they might not even notice the writing, but you can call their house while they are on the way home to leave them a message about the diapers.

An auditory learner will head for their answering machine as soon as they get home, and they’ll get the message loud and clear. If you’d also told them just before they left, then the double message will be even more effective.

Finally, the tactile learner. Take the empty diaper box or bag (whichever biggest container you have from what they brought) and hand it to them just before they leave at pick up time. The bigger the reminder the better! Having to hold the item for the walk to the car, walk around to the passenger side to put the box in, then again at home to get the box out, then carry it in the house, is just the type of tactile/physical experience they will need to get it to sink in!

Then, if none of these techniques are producing results, it’s time to consider our point number two. Just how much work are they willing to put into this task? Will it involved just bringing diapers from home they have, or will they need to make a special trip to the store? Find out when you tell them they are out and if they don’t already have an extra box at home, give them a bag and ask them to put in a handful from their opened supply at home. This will get you what you need, and buy them the time to get a new box without making a special trip.

Now for our second example. Again, start with their learning style. Visual learners, put a bright colored Post-It note on the form stating “Please send to your doctor and return by (give them a date).”

Auditory learners, have a short discussion when you give them the form telling them about how it is required for licensing and in order to avoid a non-compliance you need the form by the specified date, that a week later the one on file will expire and you need to keep your records current. Spend at least a couple of minutes discussing it so they have the details and the story in their mind.

For tactile learners, put the forms in a large mailing envelope (9x12 or bigger). Tape a sucker on the front and tell them that by visiting the doctor they'll get two suckers – one from the doctor and one from you!

Finally, when no form is coming your way, you need to know if they already have a planned visit with the doctor soon or not. If possible, give out the new form the day before you know they have a visit so they can take it with them and get it done. If you miss the appointment day but need the form before their next one, then make it as easy as possible for them. Type a short note asking the doctor to please fill out the form enclosed, with a place for the parent to sign. Put this note, the form, and a stamped envelope addressed to YOU, in another envelope. Again, assess how far the parents will go for you. At this point you can hand them this and ask them to sign the note and mail it to their doctor, or you have them sign the note right away and you can mail it to the doctor for them. You can get their doctor's information from their enrollment form. As long as the note is signed by the parent, there shouldn't be any problems. Doctors are well aware of the requirement of these forms and the request to fill them out and send them to the daycare is standard.

Each parent will be different, they will each respond to your requests with a different sense of urgency. The key is to find the right approach to create that sense of urgency in them as well, making them your partner in getting the task done.

If you are having, or have had in the past, some particularly troubling times communicating with parents, visit my website, www.patriciadischler.com, and share your story! I am currently working on the book "From Picky Eatters To Pick Up Times: Solving Child Care Problems With Parents" and I'm looking for story submissions. If chosen, you'll receive mention in the book and a free copy!

Tips & Tricks

-Keep a journal of holidays and special events where the children make gifts for their parents. Write down what you made and who made it. Then as the children grow older in your care you'll be sure not to repeat a gift item! Also, once children who have done a project you liked have left your care you'll know the coast is clear to make it again!

-Little ones never seem to be able to keep their mittens tucked into their coat sleeve, resulting in snow on their wrists and getting into their mittens, making them cold. Cut the toes off old tube socks and pull them over their mittens and up to their elbow, covering up their wrist area and protecting it from the snow!

Got a great tip to share? Send me an email and I'll put your's in the newsletter, giving you full credit!

Calling All Professional!

Do you have a problem you'd like some help to solve? Are you looking for some information and just can't seem to track it down? Send me your questions and I'll post them hear for others to weigh in on. We're in a business that loves to help others, so let's help each other out! I'll post your question or request for information, then in the following newsletter I'll post the suggestions I've received so we can all learn together.

Send your question or request to: sdischler@shopstop.net, put "Calling All Professionals" in the topic area.

Announcements

The following are my speaking engagements for March:

March 6

Edgewood College

Women's Writers Panel

10:30-11:30 a.m.

Madison, Wisconsin

For more information contact Sayeeda Mamoon at: smamoon@edgewood.edu

March 10

Mid-Sioux Opportunity Half-Day Training

Filling Openings vs Finding Partners

8:00-12:00 p.m.

Orange City, Iowa

For more information contact Ann Bowman at:

abowman@mid-siouxopportunity.org

March 17

22nd Annual Adoption Options Conference: "The Journeys of Adoption"

Ours Through Adoption of Northeastern Wisconsin, Inc.

Book Signing

St. Norbert College, DePere, Wisconsin
For more information visit: www.OursThroughAdoption.org

March 24

UW of Platteville 20th Annual Early Childhood Conference: "Empower The Children, Empower Yourself"

9:30-10:45 *Communicating With Parents*

1:00-2:15 *More Than Policies: Creating A Parent Handbook*

To see my complete schedule, visit the Lecture Page on my website at:
www.patriciadischler.com

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Author, "From Babysitter To Business Owner: Getting The Most Out Of Your Home Child Care Business" and "Because I Loved You: A Birthmother's View Of Open Adoption."

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