



School Administration Service Training Sample

Issues

Common Situations.

A woman wants to know if she can set up an account for her child so she does not need to send lunch money with her daughter on a daily basis. How do you respond to this request?

Sample
Game
Cards

(Shown
smaller than
the Actual
3 1/8" by
2 1/4" size)

Zero Tolerance Issues.

A woman is on the phone wanting to know if she can send her daughter to school with a couple of aspirin to help relieve a toothache until her daughter can get into see her dentist. What is your answer, or what do you do?

Parent Responsibilities .

A woman is calling and sounds distressed. She tells you her daughter's backpack was stolen and it contained at least four schoolbooks. The woman says she has no way of paying for the books and does not know what to do. What do you suggest in this situation?

Defending Policies.

It is the beginning of the year, and a parent says he will not purchase the list of supplies he was given, just to give them to the school. He says he will purchase the supplies for only his son, and only when needed, as the teacher informs him. How do you respond to this demand?

Student Conflicts.

A woman says her daughter is refusing to go to school because a couple of girls have been threatening her daughter. She says her daughter does not want to speak to the girls, but that her teacher insisted they become friends. What do you do suggest after hearing this complaint?

Parent Demands.

A couple is demanding to see the Principle immediately. It seems their son just received a "B" from his teacher, and this means he is no longer a 4.0 student. They are demanding an "A" because he was wanting a special scholarship available to "perfect" students. What do you do?

Parent-Teacher Conflicts.

A parent is on the phone, wanting to know with whom he needs to speak. He says his son went to school wearing a shirt with a patriotic saying on it. He says his son was told he would have to turn the shirt inside-out, yet other students were allowed to wear their shirts with sayings. What do you do?

No-Win Situations.

A woman says she is tired of the "brainwashing" and bullying her children endure on a daily basis. She is in to take her children out of the school, and says she will home-school her children. How do you respond to this request?