Skills for Effective Parent Advocacy

A curriculum created by the National Family Advocacy Supports and Training (FAST) Project, a project of PACER Center: fastfamilysupport.org
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Chinese Parents Association for the Disabled
華裔殘障者家長協會

Presenter: Mei Ye, CPAD Parent Trainer
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Agenda

You will learn:
• What advocacy means
• How to improve your advocacy skills
• How you can make a difference!

您將學習：
• 什麼是維權？
• 如何提升你的維權技巧？
• 你怎麼能有所作為？
Use Your Power

“The most common way people give up their power is by thinking they don’t have any.”

—Alice Walker

行使你的權力

人們之所以放棄他們的權力是因為他們根本就不知道自己擁有它。

——愛麗絲・瓦爾克

—Alice Walker
What is an Advocate?

Advocates speak up for themselves or others to make things better.

Have you ever?
• Met with your child’s teacher about any issue?
• Spoke at a local gathering about a project you care about?
• Told a cashier that an item was not ringing up correctly?
Why be an advocate?

• Your experiences are valuable and can be used to improve things
• You know when something is or isn’t working
• You have ideas how to make things better
• You have the only long-term connection to this child

為什麼要成為一名維權者？

• 你們的經驗非常有價值而且可以用於改善很多事情
• 你們非常了解事情的對錯
• 你們有很多方法讓事情辦得更好
• 只有你們與孩子有長期關係
Six Skills

To be an effective advocate:
1. Understand your child’s disability
2. Know the key players
3. Know your rights and responsibilities
4. Become well organized
5. Use clear and effective communication
6. Know how to resolve disagreements

六種技巧

要成為一名有效的維權者：
1. 了解自己孩子的殘障
2. 了解誰是關鍵者
3. 了解自己的權利與義務
4. 成為有條理的人
5. 使用清晰和有效的溝通方法
6. 掌握解決歧見的方法
In Other Words: 另一種說法：

<table>
<thead>
<tr>
<th>1. Who is the “star”?</th>
<th>1. 誰是「明星」？</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Who are the players?</td>
<td>2. 誰是玩家？</td>
</tr>
<tr>
<td>3. What are the rules?</td>
<td>3. 有哪些規則？</td>
</tr>
<tr>
<td>4. How will I plan for winning?</td>
<td>4. 如何計劃才能贏？</td>
</tr>
<tr>
<td>5. What do I say when it’s my turn?</td>
<td>5. 輪到我時說些什麼？</td>
</tr>
<tr>
<td>6. What do we do when we disagree?</td>
<td>6. 有爭議時我們該怎麼做？</td>
</tr>
</tbody>
</table>
Skill #1: Understand Your Child’s Disability

Understanding helps you:
• Know which services are best for your child
• Have high expectations
• Find the right assistive technology and accommodations

Use resources to learn more!
Skill #2: Know the Key Players

- Who is the director or decision maker?
- Are staff people public, non-profit, or private employees?
- How can you find a person’s name?

技巧之二：了解關鍵人物

- 誰是主任或決策者？
- 工作人員是公共的還是營利的，或是私營機構？
- 如何找到一個人的名字？
Skill #3:
Know Your Rights and Responsibilities

Learn about them by:
• Reading Web sites
• Asking how service is funded
• Asking to see laws and policies
• Asking questions
• Joining a group

技巧之三：
了解你的權利與義務

通過以下的管道了解：
• 閱覽網站
• 尋問如何找到服務
• 尋問如何能找到相關的法律及規則
• 多問問題
• 加入組織
Parents as Partners

Parents and professionals can be partners and:

• Work together
• Share goals
• Have individual roles
• Share authority
• Have different skills
• Solve problems
Skill #4: Become Well Organized

- Keep records
- Put it in writing
- Keep a phone log
- Have a meeting notebook
Skill #5: Use Clear & Effective Communication

• Keep your eyes on the “prize” – the right service for your child!
• Listen and ask questions

技巧之五：用清晰和有效的方法溝通

• 聚焦在「大獎」──那些最有利於你孩子的服務
• 聆聽和提問
Skill #5: Become Well Organized

- Focus on needs of the child
- Problem solve together to find solutions

技巧之五：做到有條不紊

- 專注孩子的所有需求
- 共同解決問題以找到答案
Skill #5:
Become Well Organized

• Speak clearly
• Avoid making people feel defensive
• Turn negatives into positives
• Summarize

技巧之五：
做到有條不紊

• 說話清晰
• 避免讓人覺得不舒服
• 變消極為積極
• 概括
Tips for Good Communication at a Meeting

- Focus on your goal
- Show respect and expect it from others
- Manage your emotions
- Ask questions
- Rephrase for clarification
- Say thanks

- 专注在你們的目標上
- 展現尊重他人和期望他人的尊重
- 掌控你的情緒
- 提問題
- 把話說得更清楚些
- 說謝謝
Tips for Written Communication

Letters should:
• Be sent to person who can make a change
• Be dated and signed
• Focus on one or two issues
• Be no longer than one page
• Set a deadline if a reply is requested
• Give your contact information

Remember to keep a copy for yourself!

關於書寫的一些提示

書信應該：
• 寫給能做決定的人
• 寫下日期並簽名
• 專注於一件或兩件事
• 不要超過一張紙
• 如想要得到回信，先定下期限
• 給對方你的聯繫資訊

記住為自己留一份副本！
Skill #6: Know How to Resolve Disagreements

Informal Processes:
• Talk to people first
Skill #6: Know How to Resolve Disagreements

Formal Processes:
- Mediation
- Complaints
- Appeals

技巧之六：了解如何化解歧见

正規的程序：
- 調解
- 投訴
- 聽證
When You Disagree

• Disagree without being disagreeable
• Apologize if needed
• Separate the person from the problem
• Realize NO ONE has all the answers
• Make sure your facts are correct
• Choose your battles

當你不同意時

• 不同意不意味不能同意
• 如有需要，表示抱歉
• 把人和事分開
• 千萬記住，沒有一個人可以回答所有的問題
• 確定你提供的事實的準確性
• 慎選你的應對方法
Skills Checklist

✓ What have you learned?
✓ Is there a skill you hope to improve?
✓ Do you need more resources?
✓ Do you need more support?

✓ 你學到了什麼？
✓ 哪一個技巧是你最想提高的？
✓ 你還需要更多的資源嗎？
✓ 你需要更多的幫助嗎？
Summary

“I am only one, but still I am one. I cannot do everything, but still I can do something. I will not refuse to do the something that I can do.”

—Helen Keller

結語

「我是唯一的，但還是一個人。我不可能做每一件事，但我可以做一些事。只要我所能做的事，一定不會拒絕去做。」

——海倫 凱勒
Contact Information

National Family Advocacy Supports and Training (FAST) Project:
fastfamilysupport.org
免费咨询电话 888.248.0822 (toll-free nationwide)

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