



The Nannies Unlimited Child Center & Preschool Inc.
www.nanniesunlimitedchildcare.com

The Whole Child / Video 6
A Caregiver's Guide to the First
Five Years.

Listening to Families (Professional Development)

1.5 - Hour Credit

Name: _____ Date: _____

Child Care Facility: _____

Score: _____

1. When we support the family we support the child.

True: _____ False: _____

2. When we ignore the family we ignore a vital part of knowing the child.

True: _____ False: _____

3. How do we form a bond with children without becoming overly attached?

1. _____
2. _____

4. What are some ways to keep in touch with families?

1. _____
2. _____
3. _____

5. Listening skills are the basis of communication.

True: _____ False: _____

6. When we actively listen to the families what does this convey to the parents?

1. _____
2. _____
3. _____

7. Skills needed for active listening are:

1. _____
2. _____
3. _____
4. _____

8. Eye Contact is not essential in face to face meetings.

True: _____ False: _____

9. Nodding your head once and awhile during a conversation shows the family that you are listening.

True: _____ False: _____

10. Crossing your arms in front of you during a conversation shows families you are?

- A: Happy
- B: Sad
- C: Defensive
- D: Offensive
- E: All of the above
- F: None of the above

11. Paraphrasing for facts helps others know you understand what they are telling you.

True: _____ False: _____

12. When you are talking to families, paraphrasing for facts helps:

1. _____
2. _____
3. _____

13. Paraphrasing for feelings helps:

1. _____
2. _____

14. It is better when questioning parents about their child by using open ended questions.

True: _____ False: _____

15. Give **five** examples of productive questions when talking to family members?

1. _____
2. _____
3. _____
4. _____
5. _____

16. One way to cope with angry feelings is to recognize your flash points.

True: _____ False: _____

17. When you are angry what rules should you apply to those feelings? **(List Four)**

1. _____
2. _____
3. _____
4. _____

18. What are some tips to help with angry parents.

1. _____
2. _____
3. _____
- _____

19. A child in a crisis is a family in a crisis.

True: _____ False: _____

20. What can you do to help children through difficult times?

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

21. What is one way to help a child express their feelings?

1. _____

22. When communicating with families and children it is always helpful to:

1. _____
2. _____
3. _____
4. _____

23. One of the most effective things you can do is to make it clear to the family that you have the child's best welfare at heart.

True: _____ False: _____