



THREE SKILLS OF ADVOCACY



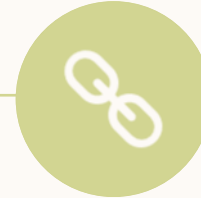
PREPARATION

- Verify information
- Get familiar with IDEA, Chapter 60, HI DOE processes and procedures
- Identify key issues and problems
- Practice using facts and figures to explain your point
- Consider possible resolutions acceptable to school and parents



RECORD-KEEPING

- Check your facts
- Build and organize your records
- Collect and categorize data
- Document your and the school's claims
- Document communication/interaction with school personnel
- Keep track of dates, names, and contact information



COMMUNICATION

- Listen actively
- Ask questions
- Be aware of emotions – on all sides
- Keep the focus on the student's needs
- Make every attempt to sustain relationships
- Be assertive but respectful and generous with appreciation