

# Confrontation

SCENARIO: A father of one of your four-year-old students storms up to you at drop-off time. Yesterday his child reported that she was pinched by another child in the classroom. The father shows you a large bruise on his daughter's forearm. You were not aware of the incident; the child never cried or reported the pinching to you. The father is furious that you were not paying close enough attention to his daughter. He questions your credentials as a teacher and your ability to maintain a safe environment for his child. He informs you that he plans to make a formal complaint to the director of the center regarding your "negligence."

HOW WOULD YOU HANDLE THIS SCENARIO?

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Could this situation have been handled in a different way to change the outcome? If so, how?

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