

Interviews with Exemplar States Dee Ann Wilson – Clip #1 Transcript

Dee Ann: One thing that I have found, I found out, that when parents call, they deserve the time, to really listen to their story and just, have an understanding of maybe what they're trying to find answers to, you know, what is the real issue for them. I have a habit of making certain that I look on a sheet of paper that I have, that's called Deep Listening, and just review some of the things that I need to remember when certain situations are being shared with me by the parents. But I want to make certain that I've answered any questions that they have. I want to make certain that they're always aware of what their, their resources are, as well as what are all the processes that they could use to resolve the differences that they have. And I always have a goal that when they come away, they will know exactly, you know what they can do next, so that they have a sense of hope. And I think hope is very, very important whenever they're calling. One thing about talking to parents - that I have learned so many lessons from them. And while they might be calling me, thinking that I'm going to hopefully give them something that's going to benefit them, I can't even begin to tell you the number of times that I reflect upon the discussion I've just held and I thought wow, I just learned a great deal; what it's like for parents, what it's like as human beings. There's just a real connection that I get and I just always felt what a benefit I had by having those discussions with the parents.