







## CLASSROOM NOTES:

- Speak in simple terms.
- As a technician, your goal is to help the parent/caregiver use the seat the right way every time.

### **Include the family:**

- When caregivers and children are left out of the process of education, they cannot learn. An important part of the CPST's role is to decide what caregivers are really asking when they request information and help.
- Use the caregiver's name, and use the children's names.

### **What are they really asking?**

- *When they ask:* "Which car seat is escape-proof?"  
*But mean:* "My child can get out of the car seat himself."
- *When they ask:* "When can I turn him around?"  
*But mean:* "I want to see my child. Why is it safer to face the back?"

Look for information about the vehicle or children that can help you understand what the family may need, so you can communicate better:

- Who is in charge? The parent/caregiver or the child?
- Financial concerns: Old vehicle, old car seats.

### **Communication Skills**

Do it right....

- Remember, your job is to educate, not install
- Speak slowly, clearly, and take your time
- Be positive and encouraging
- Practice installation with the caregiver
- Have caregivers explain what they are doing and why as they install the seat
- Remember that the caregiver should be a full partner from beginning to end

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- Some families will need more time than others to learn proper use and correct installation of the car seat. Do not rush them through the process. Allow enough time when you make appointments for families who may need it.
- Stay focused on the caregiver during the learning process.
- As the caregiver demonstrates correct installation, have him/her explain what he/she is doing. This provides a better learning experience.
- Technicians can actually talk a parent/caregiver through correct installation and harnessing without even getting into the vehicle. This is a challenge to some technicians who want simply to install the seat for the parent/caregiver.
- Your goal should be for the parent/caregiver to have a complete understanding of the seat and its use.

## CLASSROOM NOTES:

### ***Communication Skills***

Be comfortable saying:

- "I don't know the answer, but I'll find out..."
- "I can't tell you a safe way to do that..."

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- Even the most experienced CPSTs do not know all the answers. The field of CPS is always changing because of new technology.
- It is OK to tell the parent/caregiver that you do not know the answer, but you should find out the answer. It is a good idea always to have a phone available to contact CPSTs, instructors, or manufacturers if needed.
- CPSTs need to know the facts to prevent misinformation. Other technicians may provide

