

Connected & Firm RESPONSES	Example Student isn't doing their work during work time and has fallen behind on a few assignments.
Express Care	<ul style="list-style-type: none"> • I care about you no matter what. • You are more important than your grades.
Connect first	It looks like you are really enjoying playing (talking with your friends) and it can be hard to switch your focus to work.
Acknowledge feelings	It looks like you feel discouraged about not getting it done.
Share your feelings (I statement)	I feel worried because I value your participation in class, and you are able to participate more when you've done the work.
Invite problem solving	Can we sit down and work on a plan regarding class work that we can both live with?
Listen without judgment	I would like to hear what's going on for you.
See them as responsible	<ul style="list-style-type: none"> • I trust you to tell me what you need. • What do you need?
Reflect their capability with an example	I know you can get it done because I saw your determination when you got your book report done last week.
Be curious	<ul style="list-style-type: none"> • What is your plan? • I wonder how you'll solve this problem?
Check for understanding	What is supposed to be happening now?
Offer limited choices	Would you like to work at your desk or at the table?
Be clear about what you want	Get down at the student's level and say, "It's time to finish your work."
Use non-verbal language	<ul style="list-style-type: none"> • Put a gentle hand on their shoulder (if they tolerate touch). • Get on their level and indicate what you want with your face and eyes.
Offer support and encouragement	<ul style="list-style-type: none"> • What is the first step? • What do you need to get started?