

1. Getting the Group Leader's Attention

1. Look at the Group Leader
2. Raise your hand
3. Wait for acknowledgment
4. Ask question or make a request in quiet voice tone

2. Accepting a Point Consequence

1. Look at the person
2. Say "Okay"
3. Record consequence neatly
4. Ask person to please sign card

3. Showing Appreciation

1. Look at the person
2. Use pleasant, sincere voice tone
3. Thank person for specific action
4. Give reason

4. Making an Apology

1. Look at the person
2. Use calm voice tone
3. Say, "I want to apologize for..."
4. Do not make excuses
5. Say you will try not to do it again
6. Thank person for listening

5. Accepting "No" for an Answer

1. Look at the person
2. Say "Okay"
3. Calmly ask for a reason if you really don't understand
4. If you disagree, bring it up later

6. Accepting Responsibility for One's Own Actions

1. Look at the person
2. Use calm, clear voice tone
3. Tell the person what you did
4. Wait for response
5. Say "Okay"

7. Seeking Positive Attention

1. Wait until person has time to attend to you
2. Look at the person
3. Ask for time to talk
4. Share positive events/activities
5. Avoid whining, pouting or pleading

8. Asking for Help

1. Look at the person
2. Ask if they have time to help
3. Politely and specifically express what help is needed
4. Thank them for the help

9. Asking for Permission

1. Look at the person
2. Ask politely for what you want
3. Wait for an answer
4. If answer is yes, say "thanks"
5. If answer is no, use accepting "no" skills

10. Following Instructions

1. Look at the person
2. Say "Okay"
3. Do task immediately
4. Inform staff task completed

11. Accepting Compliments

1. Look at the person
2. Smile
3. Say "thank you"

12. Disagreeing Appropriately

1. Look at the person
2. Use a calm voice tone
3. Make empathy/concern statement
4. Be specific about your disagreement
5. Tell why you feel differently
6. Listen to the other person

TREATMENT SKILLS

13. Interrupting Appropriately

1. Stand where you can be seen
2. Wait until you are seen
3. When okay to speak say,
"Excuse me for interrupting,
but..."
4. State request/information briefly
5. Thank the person

14. Giving Compliments

1. Look at the person
2. Use pleasant voice tone
3. Tell the person what you like

15. Accepting Criticism

1. Look at the person
2. Say "Okay"
3. Don't argue

16. Expressing Feelings Appropriately

1. Remain calm and relaxed
2. Look at the person
3. Describe your feelings with an "I
feel" statement
4. Avoid blaming and profanity
5. Thank the person for listening

17. Dealing with Anger

1. Wait
2. Take a deep breath
3. Step away from other person
until calm
4. Talk about your feelings when
you are calm

18. Problem Solving

1. Think about the problem
2. Review two or three choices
3. Pick the best one
4. Try it and see if it works

19. Systematic Problem Solving— SODAS

1. Situation
2. Options
3. Disadvantages
4. Advantages
5. Solution

20. Accepting an Apology

1. Look at the person who is
apologizing
2. Listen to what he or she is
saying
3. Remain calm. Refrain from any
sarcastic statements
4. Thank the person for the
apology. Say "Thanks for
saying 'I'm sorry' " or "That's
okay."

21. Showing Respect

1. Obey a request to stop a
negative behavior
2. Refrain from teasing,
threatening, making fun of
others
3. Allow others to have their
privacy
4. Obtain permission before using
another person's property
5. Do not damage or vandalize
personal property
6. Refrain from conning or
persuading others to break
rules
7. Avoid acting obnoxiously in
public
8. Dress appropriately when in
public