

EIGHT STEPS FOR INTERVENING EFFECTIVELY

Situation: You observe John calling Derrick names.

1. Connect:

Hey, John, I need to talk to you about something.

2. Share Data: [speaking to John]

I'm seeing something going on with you and Derrick. I'm hearing you calling him names and him telling you to stop. This could lead to trouble.

3. Ask for Information:

Can you fill me in on what's going on, I'd like to help. [pause; listen]

4. Agreement or Empathy:

I hear that you're upset that Derrick was making fun of you in front of your friends. Is that right? [pause; listen]

5. Name the Issue:

[Pause, pause, pause. . .] But here's the thing. Whenever people use put-downs and don't stop when they're asked to, it makes things worse and leads to trouble. It's ok to be mad at Derrick . . . it's not ok to threaten him.

6. Possible Consequences:

If you keep doing that, then I may have to (send you home, tell you to take a time-out, call your parents, ask you not to play with my son/daughter anymore, etc.) and I don't want that to happen.

7. Problem Solving:

So, what could you do to let Derrick know that you are upset at him for making fun of you that doesn't include yelling and calling him names? [pause; listen]

8. Offer of Help:

Would you like some help in talking with Derrick? I'd really like to see this work out well for both of you.

Power of Persuasion

EIGHT STEPS FOR INTERVENING EFFECTIVELY

YOUR Situation:

People:

Place/Time:

Basic Plot/Observable behavior (words and actions)

<u>1. Connect:</u>
<u>2. Share Data:</u>
<u>3. Ask for Information:</u>
<u>4. Agreement or Empathy:</u>
<u>5. Name the Issue:</u>
<u>6. Possible Consequences:</u>
<u>7. Problem Solving:</u>
<u>8. Offer of Help:</u>