Accepting Criticism or a Consequence



1. Look at the person, calmly.

2. Say, “Okay.”

3. Don’t argue.

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Disagreeing with an Adult/Trying to Make a Point

1. Choose a good time and place.

C:\Users\bkeezel\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\78AJF0PB\MC900056379[1].wmf2. Calmly and politely ask, “Can I talk to you for a minute?”

3. If they say, “Yes”, explain your point.

4. If they say, “Not right now”, say, “Okay”.

(Later, ask, “When would be a good time?”)

5. Never accuse an adult or blame them for your behavior. Just explain what you thought or felt.

Accepting “No” for an Answer

1. Look at the person, calmly.

2. Say, “Okay.”

3. If you disagree, ask later.



C:\Users\bkeezel\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\78AJF0PB\MC900060137[1].wmfReporting Other Youths’ Behavior

1. Look at the adult.

2. Calmly ask to talk to him/her privately.

3. Describe the behavior and explain why you’re making the report.

4. Answer any questions the adult has.

5. Thank the adult for listening.

Following Instructions

1. Look at the person.

2. Say, “Okay.”

3. Do what you’ve been asked right away.

4. Check back.



Greeting Others



1. Look at the person.

2. Use a pleasant voice.

3. Say, “Hi” or “Hello.”

Getting the Teacher’s Attention

1. Look at the teacher.

2. Raise your hand and stay calm.

3. Wait until the teacher says your name.

4. Ask your question.

Making a Request

1. Look at the person.

2. Use a clear, pleasant voice.

3. Explain exactly what you are asking for and say, “Please.”

4. If the answer is “Yes”, say, “Thank you.”

5. If the answer is “No”, say, “Ok.” 

Giving Criticism

1. Look at the person, calmly.

2. In a pleasant voice, say something positive or “I understand.”

3. Describe exactly what you are criticizing and tell why this is a problem.

4. Listen to the person politely.

Resisting Peer Pressure

1. Look at the person.

2. In a clear, calm voice; say that you do not want to participate.

3. Suggest something else to do.

4. If necessary say, “No.”

5. Leave the situation.

C:\Users\bkeezel\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\W62RGOS8\MC900105178[1].wmfMaking an Apology

1. Look at the person.

2. Use a serious, sincere voice.

3. Say, “I’m sorry for \_\_\_\_\_,” or “I want to apologize for \_\_\_\_\_.”

4. Don’t make excuses.

5. Explain how you plan to do better in the future.

6. Thank them for listening.

Talking with Others

1. Look at the person.

2. Ask questions using a pleasant voice.

C:\Users\bkeezel\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\PWKEWB1Y\MC900089056[1].wmf3. Don’t interrupt.

Giving Compliments

1. Look at the person, smiling.

2. Speak clearly and enthusiastically.

3. Tell the person exactly what you like.

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Accepting Compliments

1. Look at the person.

2. Use a pleasant voice and say, “Thank you.”

C:\Users\bkeezel\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\8D9BKL5L\MC900105220[1].wmf4. Don’t look away, mumble, or deny the compliment.

5. Don’t disagree with the compliment.

Volunteering

1. Look at the person.

2. In a pleasant, enthusiastic voice, ask if you can help.

3. Describe the activity or task you are offering to do.

4. Thank the person.

5. Check back when you have finished.

Introducing Yourself

1. Look at the person and smile.

2. Using a pleasant voice, offer a greeting. (Ex: “Hi, my name is \_\_\_\_\_\_.”)

3. Shake the person’s hand.

4. When you leave, say, “It was nice to meet you.”