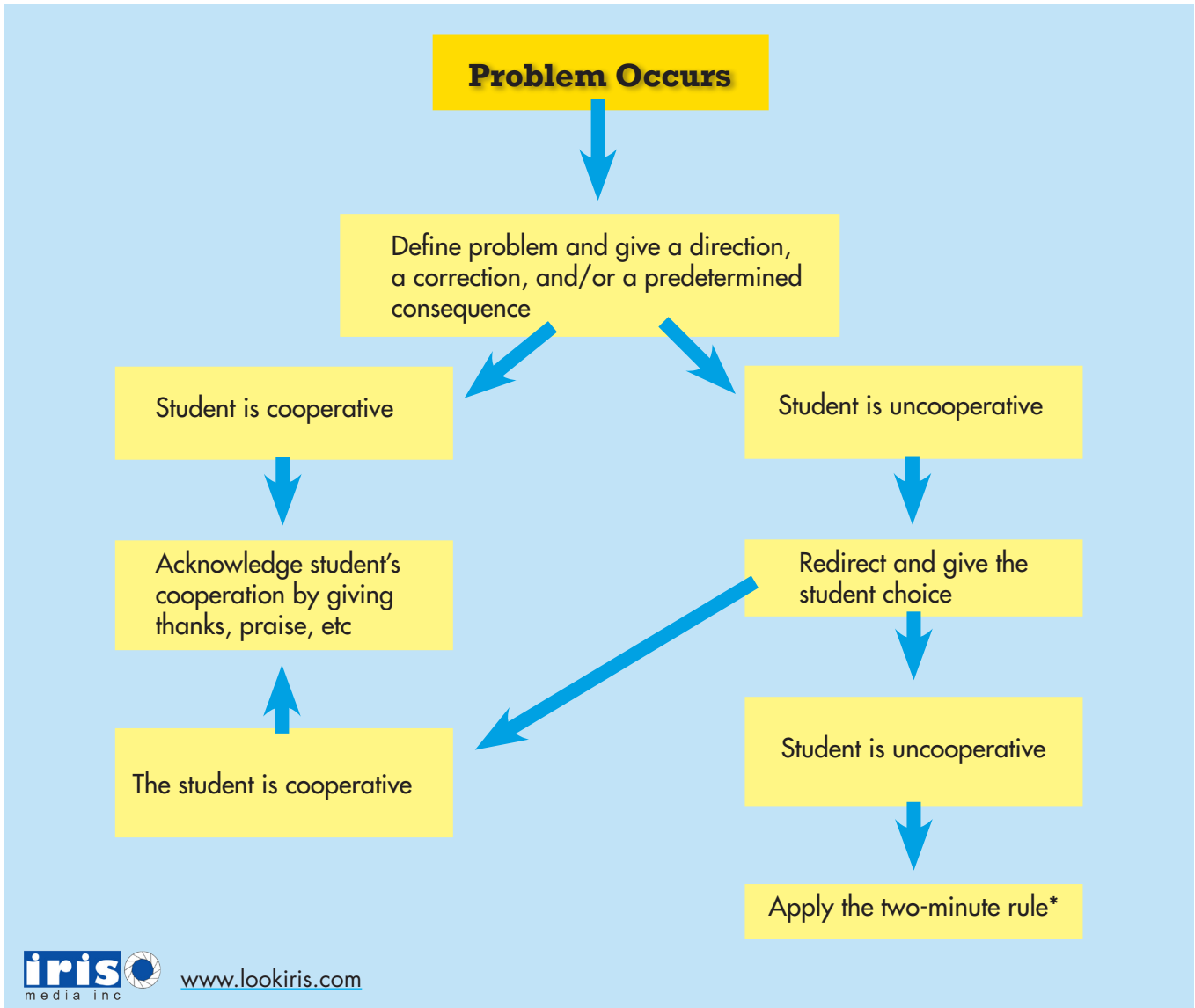


Responding to Problems



**The two-minute rule says that if a supervisor cannot resolve a problem with a student in about two minutes, the student should be referred to another staff person who has been designated to step in in these situation. The purpose of the rule is to ensure that a supervisor does not become engaged with an individual student at the risk of jeopardizing the group's safety. To be effective, the two-minute rule requires that all referral staff are aware of their role and that supervisory staff know who they are.*