

## RESPONDING TO PROBLEMS



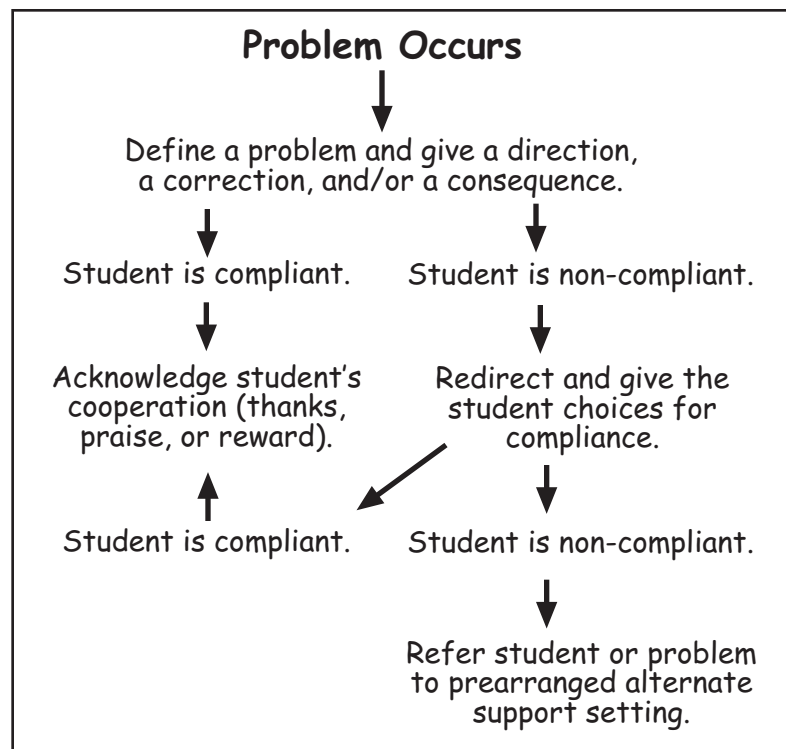
Immediate

— Contingent on the behavior/specific  
— to the behavior

Non-argumentative, non-critical

Consistent

PROCESS for RESPONDING to PROBLEMS  
APPLYING THE TWO-MINUTE RULE



See next page for guidelines for  
applying the 2-minute rule.

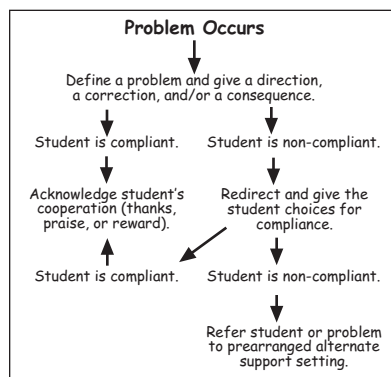
## RESPONDING TO PROBLEMS (continued)

### GUIDELINES for APPLYING the TWO-MINUTE RULE

If you cannot resolve the issue in two minutes, refer.

#### When responding to problem behaviors:

- ✓ Focus on the behavior, not the student
- ✓ Concentrate on the problem at hand, stay on message
- ✓ Resolve it privately when possible



#### When speaking with students:

- ✓ Be respectful
- ✓ Speak in a calm voice
- ✓ Use simple, direct language
- ✓ Be business-like, use business-like demeanor

#### When students:

- ✓ Cooperate, acknowledge and reinforce them
- ✓ Are non-compliant, follow the two-minute rule and systematic approach (chart above).



## RESPONDING TO PROBLEMS

- ✓ What kind of problem behaviors have you seen on your playground or in your school's common areas?
  
  
  
  
  
  
  
  
  
  
- ✓ What is the plan at your school for referring a non-compliant student?
  - ◆ Who do you refer the student to (principal, counselor, dean, etc.)?
  
  
  
  
  
  
  
  - ◆ How do you refer the student?