

## Adult reminders

- Say what you see
- Acknowledge
- Observe, acknowledge, wait, allow (OAWA)
- Avoid using 'but'. "You're angry that we have to leave the park, ~~but~~ it's time to go home now"
- Eye contact
- Avoid 3<sup>rd</sup> person, use 'I'. "I'm going to come back after my shower".
- Model what we want to have happen rather than asking the child to do it... i.e. cleaning up after yourself, eating in an acceptable manner, manners.
- Apologise if you've made a mistake
- Be accurate with time i.e. we're going to clean up in 5 mins
- Give choices where both options are acceptable "would you like your drink in a cup or a bottle"
- Crying is not the enemy- it is okay to cry.
- Put on your own oxygen mask first!
- Will this matter in 20 years?
- She's not giving you a hard time; she's having a hard time.

## Emotions

- I can see you have some really strong feelings about that
- How can I support you?
- I'm trying to understand you
- You seem frustrated it's really hard learning something new.
- I hear you saying ... is this what you mean?
- I will wait until you're ready
- I wonder what you'll come up with to solve that problem
- I know it's hard to...(wait for dinner, wait for turn, climb the box)
- You're safe with....
- You'd like to .... and its....( you'd like to stay at the park AND it's time to go home)
- Do you need to cry some more or are you finished?
- You can ...(cry), you are safe
- I hear you're having a hard time deciding, I will do it this time, you can try again next time
- You sound ...(frustrated) you wish that you could...(stay and play)
- You're upset and screaming, I'm going to move my body away because it hurts my ears but I am here when you're ready.
- I'm here
- I hear you

## Conflict Resolution

- I'm trying to understand you
- ... had the toy, now ... has the toy
- I can support you
- Thank you for letting me know you need help
- Would you like to .... or do you need my help?
- I hear you saying ... is this what you mean?
- I know you want the answer to be different
- I will wait until you're ready
- I wonder what you'll come up with to solve that problem
- I hear... saying....
- I see ...wanting ...
- You'd like to .... and its....( you'd like to stay at the park AND it's time to go home)
- I know you want...(the balloon) it looks ...(big, colourful, fun)
- What's your plan (I'm noticing trains on the floor where you want to build... what's your plan?)
- One last time
- I will hold... while you two make a plan.

## Care Moments

- Do you understand?
- Thank you for letting me know you need my help
- Would you like to .... or do you need my help?
- I hear you saying ... is this what you mean?
- I know you want the answer to be different
- I will wait until you're ready
- Is that so?
- Your turn first, then my turn
- I know it's hard to...(wait for dinner, wait for turn, climb the box)
- First we're going to... then we're going to ...
- You're safe with....
- You're letting me know you're done
- You want my help
- I need you to ...
- You can... or I can...
- I hear you're having a hard time deciding, I will do it this time, you can try again next time
- It's time to/for...

## Safety

- It's safer if you do it yourself
- It's not safe
- How can I support you
- Thank you for letting me know you need my help
- Would you like to .... or do you need my help?
- If you want to ... (yell, bite, jump) you can .... (go outside, bite the pillow, jump on the tramp)
- Stop!
- I hear you saying ... is this what you mean?
- If you aren't able to do... yourself then your body isn't ready
- If your body isn't able to do it then it's not safe for you yet
- I know you want the answer to be different
- I will wait until you're ready
- I wonder what you'll come up with to solve that problem
- I see...(Name) trying...
- I'll keep you safe
- You'd like to .... and its....(you'd like to run across the road AND its not safe)
- It's not for your hands
- Its my job to keep you safe
- I can't do it for you
- You want my help
- I need you to...
- You can... or I can...
- You sound ...(frustrated) you wish that you could...(stay and play)

## Praise

- You did it
- Thank you for...
- Wow, you're really proud of yourself!
- I see you
- You had a problem but you figured it out
- You worked hard on that
- I noticed....
- You did... with the ....(you drew that picture with the felt pens)

## Behaviour

- I won't let you ....
- I'm trying to understand you
- Thank you for letting me know you need my help
- If you want to ...(yell, bite, jump) you can .... (go outside, bite the pillow, jump on the tramp)
- I can hear you...(screaming, yelling etc) can I help?
- I hear you saying ... is this what you mean?
- I know you want the answer to be different
- I will wait until you're ready
- I wonder what you'll come up with to solve that problem
- I see... doing...
- You're safe with me
- You'd like to .... and its....( you'd like to stay at the park AND it's time to go home)
- It's not for your hands
- You're having a hard time listening so I'm going to move your body away.
- We are not doing that right now
- I need you to...
- You can ... or I can ...
- I'm not offering...
- That's not an option right now
- I hear you're having a hard time deciding, I will do it this time, you can try again next time
- Thanks for showing me what you like, I'll put that on your birthday list(wanting toys in a shop)
- You sound ...(frustrated) you wish that you could...(stay and play)
- One last time
- I will hold... while you....