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| **C** | **Communicated using:**  Nonthreatening/Encouraging body language.  Open ended questions. (What happened to you?)  Conversation extenders. (How did you feel?)  Student specific language.  Praise for appropriate behaviors/choices. |
| **A** | **Acknowledged the significance of the situation by:**  Determining the student’s perception of the situation.  Investigating if he/she had a difficulty prior to the event.  Accurately identifying and/or isolating the behavior(s).  Determining under what conditions the behavior(s) occurs.  Refocusing the student to experience success. |
| **L** | **Listened by:**  Identifying the emotion behind the words.  Clarifying the student’s concerns/statements. (Active Listening)  Providing periods of quiet.  Not trivializing student concern.  Giving undivided attention. |
| **M** | **Maintained professionalism by:**  Avoiding power struggles and not personalizing inappropriate behaviors.  Awareness of potential bias (i.e. cultures, disabilities, past experiences, etc.).  Acknowledging the student's body stance and respecting personal space. Did not intimidate. |
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| **C** | **Choice was taught and opportunities provided by:**  Discussing alternative actions with student.  Ensuring capability of choice in the school environment.  Targeting an educational/behavioral goal.  Ensuring repeatability (for future situations and other settings). |
| **A** | **Appropriate voice indicated by:**  Steady/relaxed cadence demonstrating patience (rhythm).  Volume just adequate to overcome ambient classroom noise.  Calm, soothing voice (pitch).  Age appropriateness. |
| **R** | **Reassured student by:**  Inviting the student to talk in a quiet setting free from an audience.  Giving the student the option to speak to another mentor.  Acknowledging the student’s right to his/her feelings.  Being honest & realisticabout what I can and cannot do  Asking what the student needs or how I can help.  Ensuring the student is in a safe place for sharing thoughts and feelings.  Sharing that I am here to help. |
| **E** | **Exact limits were:**  Enforceable.  Developmentally appropriate.  Clear.  Reasonable. |