

Refrigerator sheet: *How to Talk So Kids Will Listen & Listen So Kids Will Talk*

<p>Helping children deal with their feelings:</p> <ol style="list-style-type: none">Listen with full attentionAcknowledge their feelings with a word “Oh”, “I see”Give their feelings a nameGive them their wishes in fantasy	<p>Engaging cooperation:</p> <ol style="list-style-type: none">Describe the problem e.g. “There’s a wet towel on the bed”Give information e.g. “The towel is making the bed wet”Say it with a word “Towel!”Describe what you feel “I don’t like sleeping in a wet bed”Write a note
<p>Alternatives to punishment:</p> <ol style="list-style-type: none">Point out ways to be helpfulExpress your feelings strongly – without attacking the child’s characterState your expectations – “I expect my tools to be returned after they’ve been borrowed”Show the child how to make amendsGive them a choiceTake action – let them experience the consequencesProblem solve – come up with a reasonable solution together	<p>Encouraging autonomy</p> <ol style="list-style-type: none">Let them make choices “We’re leaving the park in 5 mins. Do you want to go on the slide or the swing?”Show respect for a child’s struggle, don’t just say “It’s easy” e.g. “Putting your shoes on can take a lot of work”Don’t ask too many questionsDon’t rush to answer questions, encourage the child to come up with an answerEncourage the child to use resources outside the homeDon’t take away hope “So you want to try out for the school play, that will be an experience”
<p>Praise</p> <ol style="list-style-type: none">Instead of evaluating, describe what you see e.g. Instead of “Wow, that’s great” say “I like the colors you’ve used and the lines are very neat” or “I see a tidy room, with the bed made”Describe how you feel “It’s a pleasure to walk into this room”Sum up the behavior with a word “You shared with you brother, that’s what I call generous”	<p>Free children from playing roles</p> <ol style="list-style-type: none">Look for opportunities to show the child a new picture of themselves “You’ve had that toy since you were 3 and it looks just like new”Put children in situations where they can see themselves differentlyLet the child hear you say something positive about them e.g. on the phone to GrannyModel the behavior you would like to seeBe a storehouse for your child’s special moments e.g. “I remember the time you...”When your child acts according to the old label, state your feelings/expectations