

Talkaboutchildren

Communicating effectively

DO	DON'T
Keep calm	Speak aggressively
Maintain eye contact	Make unrealistic threats (e.g. grounded for a month)
Be clear and specific about what you want them to do	Make generalized negative comments (e.g. you're a naughty girl)
Confirm that you love them even if you are being firm	Make pointless statements or ask pointless questions "why are you doing that?"
Immediately praise co-operative behaviour/start afresh when situation resolved	Hold grudges, prolong situation unnecessarily
Use clear, assertive language	Use "contaminated praise" (you did that well, it's a pity you don't do it everytime)
Be confident that you are in control of the situation	Beg/plead
Have a plan	Get worked up
Follow through with a logical consequence (they messed up the bathroom - they tidy it up)	Use over the top sanctions
"catch them being good"	Nag/complain
Say how you feel e.g. using 'I' statements e.g. "I feel really happy when you"	Blame them for your tiredness/headache/bad day
Offer sensible realistic choices e.g. "you need to tidy your room before your friend comes - you can do it now or after tea"	Back yourself or your child into a corner
Give plenty of <u>praise</u> for 'ordinary' good behaviour	Give large amounts of attention for negative behaviours