

SUGGESTIONS FOR AVOIDING CONFRONTATION

- Watch out for good behaviour, and praise it.
- Try to ignore (tactically) inappropriate behaviour.
- Check that pupils know what is expected of them.
- Praise quickly and consistently.
- Make sure it is the behaviour that is criticised, not the child.
- Listen to what the child says with full attention.
- Remain calm, speak slowly and be aware of the child's emotions.
- Keep control of the conversations; insist on turn taking.
- Look for solutions to problems rather than who or what caused the problem.
- Leave both yourself and the pupil a gracious way out.
- Decide whether it is worth risking a confrontation.
- Notice the child's reactions.
- Be aware of the child's personality

