

Four Steps

1. Connect
2. Validate
3. Listen
4. Restate



Adapted from "No Drama Discipline" by Siegel and Payne Bryson

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1. Connect

- **Slow down and watch for "Shark" music....**
- Get within physical proximity of the child
- Watch non-verbals (face, arms)
- Touch if this is acceptable for the child
- Get below eye level when possible
- Take a few breaths

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2. Validate

- Make a simple statement about what was observed or said
 - You are upset that you have to _____.
 - You are frustrated that _____.
 - You really want _____.
 - It seems like....
 - I wonder if....
- Not a time to teach a lesson or make a request
- Validation doesn't mean you approve or the child's behavior was "ok", it means you noticed

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3. Listen

- Try to just be – don't talk, maintain proximity/comforting touch
- Notice what the child does or says
- Show that you are waiting and ready to listen
- Show compassion and continue to watch non-verbals

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4. Restate

- Say back to the child what you heard
- If child is non-verbal, restate what you saw them touch, look at, or do
- Keep the restatement brief and as close to what the child said as possible
- Not saying the child's behavior/statements are "ok" or true, just affirming that you "heard" them

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Then What???

- Move on in some way...
 - Teach (close the learning loop)
 - Engage in collaborative problem solving
 - Redirect/re-engage/repair
 - "Kiss and make-up"
 - Let go of the small stuff

