

How To Talk So Kids Will Listen

Chapter 1: Helping Children Deal With Their Feelings

1. Listen with full attention
2. Acknowledge their feelings with a word - "Oh"... "Mmm"... "I see."
3. Give the feelings a name.
4. Give them their wishes in fantasy.

Chapter 2: Engaging Cooperation

1. Describe. Describe what you see, or describe the problem.
2. Give information.
3. Say it with a word.
4. Talk about your feelings.
5. Write a note.

Chapter 3: Alternatives to Punishment

1. Point out a way to be helpful.
2. Express strong disapproval (without attacking character).
3. State your expectations.
4. Show the child how to make amends.
5. Give a choice.
6. Take action.
7. Allow the child to experience the consequences of his misbehavior.

- Step 1: Talk about the child's feelings and needs.
- Step 2: Talk about your feelings and needs.
- Step 3: Brainstorm together to find a mutually agreeable solution.
- Step 4: Write down all ideas - without evaluating.
- Step 5: Decide which suggestions you like, which you don't like, and which you plan to follow through on.

8. Problem solving

Chapter 4: Engaging Autonomy

1. Let children make choices
2. Show respect for a child's struggle.
3. Don't ask too many questions.
4. Don't rush to answer questions.
5. Encourage children to use sources outside the home.
6. Don't take away hope.

Chapter 5: Praise and Self-Esteem

1. Describe what you see.
2. Describe what you feel.
3. Sum up the child's praiseworthy behavior with a word.

Chapter 6: Freeing Children from Playing Roles

1. Look for opportunities to show the child a new picture of himself or herself.
2. Put children in situations where they see themselves differently.
3. Let children overhear you say something positive about them.
4. Model the behavior you'd like to see.
5. Be a storehouse for your child's special moments.
6. When your child acts according to the old label, state your feelings and/or your expectations.

Chapter 7: Putting it All Together