

BREWSTER AVENUE INFANT AND NURSERY SCHOOL

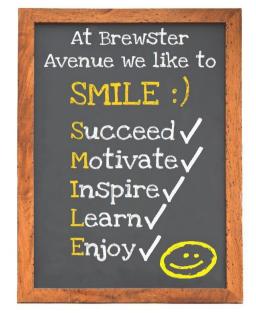
BEHAVIOUR POLICY

'You can't teach children to behave better by making them feel worse. When children feel better, they behave better.' Pam Leo

This policy was ratified by the Full Governing Body on 21st September 2023

Date for review (this policy will be reviewed every two years): Autumn 2025

It is a primary aim of our school that every member of the school community feels valued and respected, and that each person is treated fairly and well. We are a caring community, whose values are built on mutual trust and respect for all. The school takes a therapeutic approach to behaviour and this policy is designed to support the way in which all members of the school can live and work together in a supportive way. It aims to promote an environment in which everyone feels happy, safe and secure.



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1. Definitions

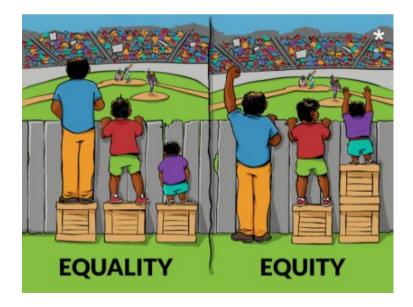
Behaviour:	The way in which one acts or conducts oneself, or responds to a particular situation or stimulus, especially towards others
Prosocial:	Feelings and behaviours that are positive, helpful and of benefit to the individual and to other people and society
Antisocial:	Feelings and behaviours that are to the detriment of the individual, the community or to the environment
Unsocial:	Not making an effort to behave sociably, or even in line with instructions, but not to the detriment of others
Resilience:	Having enough prosocial feelings to counter those antisocial ones, to allow an individual to cope and thrive
Therapeutic:	Promoting and supporting prosocial experiences and feelings
Dynamic:	The interactions of everyone grouped together and affected by a particular individual, institution or situation
Discipline:	To train oneself to do something in a controlled and habitual way. Discipline can be external (controlled through rules and structures) or internal (self-regulation)

2. Our Approach

At Brewster Avenue, we want all of our children to develop the ability to self-regulate their feelings and thus behaviours. As children mature, they may require the scaffolding and modelling of successful regulatory behaviours from those around them. Within this approach, children are to be listened to, treated with respect and with consideration for their social, emotional and mental health needs.

The vast majority of children (termed 'safe learners') will be supported by this inclusive policy; however, some children will need individualised plans. Children who have encountered Adverse Childhood Experiences (ACEs), may require more protective and educational approaches to bring equity and to further their resillience in the face of challenges.

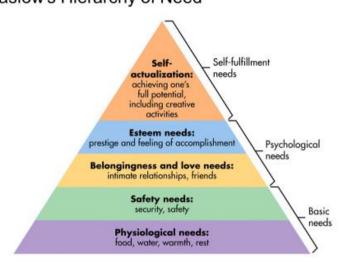
See Appendix 1: Risk Factors and Protective Factors.



3. Feelings and Behaviours - Analyse, don't moralise.

Feelings can be internalised or externalised, and expressed through the language of behaviour. We must take time to understand this form of communication.

Prosocial feelings come through needs being met:



Maslow's Hierarchy of Need

Through the development of positive relationships, within a secure school environment, prosocial feelings can be fostered and behaviours taught. These feelings, such as safety, warmth and being valued, can be consolidated through planned experiences and interactions. Similarly, antisocial feelings, such as anxiety and fear, can be allayed (See section 7b).

Most children are fortunate and their life experiences will have brought enough prosocial feelings to be resilient in the face of change or challenge. Some may have these positive feelings in abundance. Others are less fortunate and may be experiencing many antisocial feelings, perhaps from ACEs; this can prevent them from accessing prosocial feelings with any reliablity, or at all. The former (the majority) will not need overburdensome rules and protocols; the latter may need personalised support, to encourage prosocial and to diminish antisocial feelings. Though it should be noted that, in certain cirmunstances, we may only be able to prevent these antisocial feelings from worsening.

Supporting a child who has experienced ACEs or is overwhelmed by antisocial feelings is not easy and takes time and trust. The child may feel ironically and wrongly secure in such a negative but familiar place. Indeed, stressful situations and setbacks may lead to a child reverting to their default position of antisocial feelings and behaviours, even though they are, in fact, moving slowly in a more positive direction. Improvements, however small, must be quickly and positively acknowledged (see section 7b).

Unsocial feelings and behaviours tend not to bring harm or disruption to others, but can lead to disengagement and antisocial feelings within the child. Sensitive observation and personalised learning approaches can help this child to build up prosocial behaviours. This should be done with empathy, not judgement and social learning situations should not be forced.

4. Types of Behaviour

A. Conscious vs Subconscious Behaviours

Conscious behaviour is when a child is unwilling to moderate or self-regulate. This child needs help to learn that prosocial behaviours will bring better outcomes.

Subconscious Behaviour is when a child cannot moderate or self-regulate (for example, with sensory overload). This behaviour is a sign of a failure to cope with an overwhelming feeling, such as frustration, anxiety or excitement. Prosocial subconscious behaviour can be eased with a smile or emotional feedback, bring them back to the conscious. Antisocial subconscious behaviour requires understanding, careful observation of the circumstances and support, so they can develop coping strategies and manage triggers, such as noise or changes or routine. This might be through resource provision, agreed recovery time and adult / family support etc

Of course, behaviour can stem from both conscious and subconscious elements. For example, bullying may be consciously planned, but underpinned by low self-esteem and feelings generated by ACEs.

B. Dangerous vs Difficult Behaviours

Dangerous: antisocial behaviour that will imminently result in injury to self or others; damage to property or behaviour that would be considered criminal if that person was of an age of criminal responsibility, such as racist abuse. Such behaviour, if tolerated on a regular basis, can lead to harrassment, alarm and distress in others.

Difficult: antisocial behaviour, but not dangerous

By far, the majority of antisocial behaviour is difficult rather than dangerous.

To consider whether a behaviour is dangerous, and for planning strategies to support this, a **Risk Assessment and Plan** should be completed **(see Appendix 2).**

5. Consequences

To create change, we need to understand, not simply suppress, behaviours. Antisocial behaviours may not be excusable, but can often be explained. There must be no sense of hopelessness and inevitable failure.

Consequences, rather than sanctions, must directly relate to the antisocial behaviour. For example, if the child disrupts learning in his or her maths lesson, then there is a loss of free time to make up the maths learning lost; antisocial behaviour playing football results in loss of freedom to play football until that freedom can be confidently returned. With difficult behaviour, freedoms may be removed temporily, while a child is given support to learn and rehearse how to regain the freedoms.

Plans to assist with the development of prosocial feelings and behaviours within the child may need to be adapted and revised depending on the individual's successes and set backs- this is part of the process. For the plan to be successful, there needs to be certainty that the loss of freedoms will happen as a consequence, but that there can be an 'education stage', which leads to their return. **Educational consequences** may include: completing the task; rehearsing a scenario; assisting with repairs; steps to support the learning missed; research.

Truly dangerous behaviour needs a different approach. It cannot be tolerated; the safety of the child and other children and adults is paramount. **Protective consequences** of the removal of freedoms must be put in place to manage harm proactively and/or preventatively. During this time, a plan must be drawn up to limit the risk, for example, through changing staffing or staffing ratios; limiting access to outside, triggering or freer spaces; escorted movement or differentiated teaching spaces. Alongside this, learning must happen, to allow the child to work towards freedoms being returned.

6. A Restorative Approach

Conversations and exploration will help to bring positive change. This can be between the involved parties and facilitated by an adult. Time should be allowed, if there is a conflict or incident, for the child to reflect, repair and restore, following these steps.

Step	Questions
Focus on the harm that has been done.	What happened? Tell the story.
	• Who has been affected and how?
Consider how the harm can be repaired	• How can we make this better and put right the harm
	done? make this better for you / John?
	• What would you like to happen next?
Look at the experiences, feelings and needs of	• What were the people involved thinking and feeling at
those involved.	the time?
Plan to ensure conflict is less likely to happen in the future.	• What have we learnt so as to make a different choice next time?
	• What do you think needs to happen to make things feel alright again?
	• How can we make it okay for you to be in that situation again?

Additional differentiated approaches such as social stories, role-play, circle times and emotion coaching may also be appropriate.

7. Therapeutic Behaviour Guide

All members of staff:

- Must follow the policy consistently.
- Know how to promote prosocial behaviour and manage antisocial, difficult or dangerous behaviour
- Have an understanding of what the behaviours might be communicating.
- Focus on de-escalation and preventative strategies rather than focusing solely on reactive strategies.
- Record behaviour incidents on CPOMS factually with clear descriptions, times, severity etc.

What to do:		For Example:		
Build relationships Listen and show that you care about the child as a learner and as an individual		 Notice changes and remember points of discussion Know the child so that you can prevent anti-social experiences through predicting, preempting and helping them to remedy. 		
Be a role model	Be present, reliable and engaged, showing yourself to be a learner	 Verbalise when you are questioning and learning Embrace failures as learning opportunities 		
Plan for proscocial feelings and behaviours	Plan in experiences, discussions, routines and rituals that show safety, respect and value for all.	 Greet at the door SMILE at the children Use discrete and personalied praise and reminders Circle times / SMILE stickers and cards/ class discussions 		
Stay consistent, following routines and scripts	Follow the rules in the policy, so that the child knows what will happen.	 Make clear the rules and enforce them accordingly. Remind whole class, when needed Give personalised reminders (e.g. personalised nonverbal signals such as, a thumbs up) 		

A. Teaching Prosocial Feelings and Behaviours

Use positive and	Avoid empowering the	Negative phrasing: Calm down. Stop being silly. Be good. Stop		
empowering	antisocial behaviour by			
phrasing	using:	Confrontational demands: Get in here now! Get out! Give it to		
	0	me now!		
		No choice or open choice: What do you want to do? Would you		
		like to go inside? Please.		
		A raised voice		
	Engage language to	Postive phrasing : Stand next to me. Walk in the corridor. Stay		
	foster prosocial	seated in your chair. Put that pencil on the table. Thank you.		
	behaviours	Limited choice: Where shall we talk, here or in the library? Put		
		the pencil in the box or on the table. Would you like to learn in		
		the construction or creative areas? Are you going to sit on your		
		own or with the group? Are you starting your work with words or		
		pictures?		
	Disempower the	Take the heat out of it: You can listen from there. Come and find		
	antisocial behaviour	me when you come back. We will carry on and you can join us		
		when you are ready.		
Reward, feedback	Prosocial feedback	• A smile or positive acknowledgement can be all that is needed		
and recognise		for a child with a strong bank of prosocial feelings.		
sympathetically		• Give praise, reminders or feedback in a considerate way that		
and promptly		are meaningfully close to the event		
		• If celebrations are made for an individual, check in with them		
		first to see if they are happy to have attention brought upon		
		them		
		• Award SMILE cards/ stickers to individual children at any point		
		in the day		
	Public feedback	• A personal word can often be more effective than loud		
		comment or public acknowledgement		
		• Be considerate with public praise or admonishments – <i>what</i>		
		effect is it having on the individual and the dynamic?		
	Antisocial behaviour	De-escalating scripts : NAME, I can see something has happened.		
	feedback	I am here to help. NAME, I wonder if you are feeling a bit Talk and I will listen. Come with me and		
		Ride the wave (see Appendix 5). Just at the point of de-		
		escalation (e.g. when the child begins to comply), catch them		
		getting one thing right and give positive feedback immediately		
Offer comfort and	Use body language that	 Keep a good distance – arm-width away at least 		
forgivenss when	deescalates	 Stand to the side of the child 		
things go wrong		 Don't stand directly in front, blocking their path 		
0 00		 Manage height difference, don't appear overbearing 		
		 Ensure your hands are relaxed 		
	Comfort or guide an	Communicate intention with the child		
	upset child	 Offer physical reassurance e.g. a rub of the back or hug 		
		 Only do if the child is accepting of the support 		
	Positive handling			
		 Avoid physical intervention (see policy) Den't hold children by the wrist 		
		 Don't hold children by the wrist Never seclude in a closed space alone 		
		Never seclude in a closed space alone		

Keep a positive mindset,Once a situation has happened, learn from it and move on.and non-verbally, that things will improveImprove	 Keep any reassurances you have made on actions you will take to support subsequently. For example, I will come back in 5 minutes and see how your building is going. Feedback on the behaviours, not the child ('Well done for remembering the full stop' rather than 'Good girl'; Good choice of materials to build your rocket', rather than 'Clever boy'), so that success isn't understood to be innate, but something to keep working on.
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B. Consequences for Antisocial Behaviours

Antisocial behaviours, beyond minor instances, must be logged on ABC charts by the adult involved or witnessing. Minor instances would be those requiring only a discrete warnings (see table below).

Rules and routines must be consistently upheld. Consequences for not doing so must be confidently applied, without loud fuss that can unintentionally exacerbate antisocial feelings and thus behaviours. That said, everyone is an individual: you can treat people equitably but not always in exactly the same way (see image on page 3). Antisocial behaviours need to to be understood and refocussed.

Consequences should be relevant to the incident; they should reinforce prosocial behaviours and address antisocial behaviours.

These incidents listed in the table below are presumed to occur within one session (up to lunch, lunch, lunch to end of day). After each session, a fresh start should be made, unless the behaviour is dangerous or lead to seclusion. For each stage, adults should employ the positive approaches outlined in previous sections. Escalation will come if the same behaviours are repeated within a short time of the previous occurrence.

Ultimately, through understanding the signals, the best way to counter antisocial behaviours is to preempt them – if you can predict a poor outcome, why let it happen?

When this	For example,	this happens:	Further Action
happens			
First	Calling out,	Look but make no comment.	
disruption	chatting, not		
Second	getting on with	On the carpet/ during guided	
disruption	learning	work: TA to prompt the child as	
		discretely as possible. Get close	
		to the child and whisper to	
		them.	
		In provision: Adult to speak to	
		the child/ children and support	
		them to reengage e.g. by setting	
		a challenge	
Third	-	On the carpet/ guided	
-		work: Teacher to tell the child to	
		move so that they are away from	
		other children, but can still see/	
		engage with the learning	
		In provision: Take the child to a	
		-	
	happens First disruption Second disruption	happensFirst disruptionCalling out, chatting, not getting on with learningSecond disruptiongetting on with learningThirdThird	happensCalling out, chatting, not getting on with learningLook but make no comment.Second disruptionCalling out, chatting, not getting on with learningLook but make no comment.Second disruptionGetting on with learningOn the carpet/ during guided work: TA to prompt the child as discretely as possible. Get close to the child and whisper to them.In provision: Adult to speak to the child/ children and support them to reengage e.g. by setting a challengeThird disruptionOn the carpet/ guided work: Teacher to tell the child to move so that they are away from other children, but can still see/

			support them to get started,	
			telling them you will check back	
			in 5/10 minutes to see how they	
			are getting on	
	Fourth		On the carpet/ guided work:	ABC log if this has
	disruption		Distract the child e.g. ask them to	happened more than
			do a job, a preferred activity,	twice in a week
			provide a whiteboard and pen	
			P	
			Child to make up some missed	
			work with the teacher at	
			lunchtime (maximum 10	
			minutes).	
			initiates).	
Difficult –	Risky	Hurting another	Child to sit with the teacher for 5	
more serious	behaviour	child	minutes	
more serious	benaviou	cima	initiates	
			Discussion about the incident	
			Apologise (when ready) before	
			returning to learning.	
		Refusal to	Check the child has appropriate	
		complete work	aids e.g. their glasses, familiar	
		complete work	phonics mat, appropriate	
			manipulatives	
			manipulatives	
			Repeat the request-give the child	
			time to respond.	
			If the child still refuses, give	
			choices "you can do it with Me or	
			Mrs" "You can do it here or	
			over there."	
			over there.	
			If the child still refuses, they	
			must stay at lunchtime	
			(maximum of 10 minutes) and	
			complete a short piece of work,	
			appropriate to their age.	
		Looving the	Chapter the child is cofe	
		Leaving the	Check the child is safe	
		classroom	Ask the child why they left the	
			room and resolve if possible,	
			taking them back to the	
			classroom	
			lift the shill a constant shirt in the first state	
			If the child wants to be left alone	
			and it is safe to do so, leave them	
			checking back every few minutes	
			(not engaging in conversation)	
		Shouting at an	Use emotion coaching script	
		adult		

		Racist or homophobic language Spitting	Talk to the child to establish their understandingExplain that the language is unacceptable and must not be repeatedExplain that spitting is not acceptableSupport the child to clean up the	Complete a Prejudice Related Incident Log on CPOMS Inform the parent ABC log if this has happened more than twice in a week
			spit	
Difficult - serious	Disregarding rules	Incident where another child is injured	Child to sit with the teacher for 5 minutes Discussion about the incident Apologise (when ready) before returning to learning.	ABC log Inform parents
		Swearing	Explain that swearing is not acceptable Child to sit with the teacher for 5 minutes Apologise (when ready) if anyone has been offended or upset	ABC log if this has happened more than twice in a week Inform parent
		Emptying/ throwing/ damaging resources	Use emotion coaching script Use distraction Remove other children within the year group areas (outside or inside depending on where the incident is taking place) if necessary When the child is calm and ready, support them to do some clearing up.	ABC log Inform parents
		Climbing on furniture	Explain that you are concerned for the child's safety and that they need to get down. Use emotion coaching strategies If the climbing is dangerous, lift the child down if possible and safe to do so	ABC log Inform parents

Dangerous	Putting others	Deliberately	Separate children if necessary	ABC log
behaviour	and self at risk	injuring a child	and remove victim to safety,	
	of immediate		ensure an adult is available to	Removal by SLT and
	or lasting		offer first aid etc	seclusion / exclusion
	harm,		Request support from a member	while analysis takes place
	physically,		of SLT	and there is a plan to
	emotionally or		Use emotion coaching,	ensure safe return.
	mentally.		distraction etc to support the	
			child to calm	Parent discussion with
				SLT
		Hurting an adult	Change of adult within the class	
		_	team – support child and adult	
			Request support from a member of SLT	
			Use emotion coaching,	
			distraction etc to support the child to calm	

C. What to do if these approaches appear not to be working for a child

Individual Plans (APDRs)

APDRs will be completed by the class teacher and class TAs as approrpriate. Risk assessments should be completed for children who display frequent (more than once a week) dangerous behaviour.

Timetable Variation, Seclusion and Exclusion

In consultation with relevant staff members and parents / carers, the following actions may be taken by the Senior Leadership team:

- Internal seclusions beyond the loss of a lunchtime (learning outside of the classroom) will be used, if children need to make up learning lost through antisocial behaviour.
- **Fixed term exclusions** may be necessary if the behaviour of a child is dangerous to themselves or others, to allow time to put systems in place to ensure that they can return to school safely.
- **Temporary timetable variations** (alternative lunch times to peers; reduced hours; alternative working arrangements) may be used to provide the child with support systems that encourage the development of prosocial feelings and behaviours to the point of safe return of freedoms and/or return to the classroom.
- Alternative provision and permanent exclusions remain an option when the antisocial behaviour needs of the child are such that they cannot be met by the school, given the resources and expertise available. We know that statistically exclusions can reduce life changes, so this is something that would be done as a last resort; in line with government and local authority guidance and in liaison with parents.

Appendix 1 - Risk and protective factors that are believed to be associated with mental health outcomes (Mental Health and Behaviour in Schools, 2018)

In the	Risk Factors	Protective Factors
Child	Genetic influences	Secure attachment experience
	 Low IQ and learning disabilities 	 Outgoing temperament as an infant
	 Specific development delay or neuro-diversity 	 Good communication skills, sociability
	 Communication difficulties 	 Being a planner and having a belief in control
	 Difficult temperament 	• Humour
	Physical illness	A positive attitude
	Academic failure	 Experiences of success and achievement
	Low self-esteem	Faith or spirituality
		Capacity to reflect
Family	Overt parental conflict including domestic	• At least one good parent-child relationship (or one
	violence	supportive adult)
	• Family breakdown (including where children are	Affection
	taken into care or adopted)	Clear, consistent discipline
	Inconsistent or unclear discipline	Support for education
	Hostile and rejecting relationships	• Supportive long term relationship or the absence of
	• Failure to adapt to a child's changing needs	severe discord
	Physical, sexual, emotional abuse, or neglect	
	Parental psychiatric illness	
	Parental criminality, alcoholism or personality	
	disorder	
	Death and loss – including loss of friendship	
School	Bullying including online (cyber)	Clear policies on behaviour and bullying
501001	Discrimination	Staff Code of Conduct
	Breakdown in or lack of positive friendships	'Open door' policy for children to raise problems
	Deviant peer influences	A whole-school approach to promoting good mental
	Peer pressure	
	Child on child abuse	health
		Good pupil to teacher/school staff relationships Desitive electron memory and the second staff relationships
	Poor pupil to teacher/school staff relationships	Positive classroom management
		• A sense of belonging
		Positive peer influences
		Positive friendships
		• Effective safeguarding and Child Protection policies.
		An effective Early Help process
		Understand their role in and be part of effective
		multi-agency working
		• Appropriate procedures to ensure staff are confident
		to and can raise concerns about policies and processes,
		and know they will be dealt with fairly and effectively
Community	Socio-economic disadvantage	Wider supportive network
	Homelessness	Good housing
	• Disaster, accidents, war or other overwhelming	High standard of living
	events	 High morale school with positive policies for
	Discrimination	behaviour, attitudes and anti-bullying
	 Exploitation, including by criminal gangs and 	 Opportunities for valued social roles
	organised crime groups,	 Range of sport/leisure activities
	trafficking, online abuse, sexual exploitation and the	
	influences of extremism leading to radicalisation	
	Other significant life events	

Appendix 2 – Risk Assessment and Plan

Risk Calculator

Name					
DOB					
Date of Assessment					
Harm / Behaviour	Opinion Evidenced O/E	Conscious Sub-conscious C/S	Seriousness Of Harm A 1/2/3/4	Probability Of Harm B 1/2/3/4	Severity Risk Score A x B
Harm to self					
Harm to peers					
Harm to staff					
Damage to property					
Harm from disruption					
Criminal offence					
Harm from absconding					
Other harm					

Seriousness			
1	Foreseeable outcome is upset or disruption		
2	Foreseeable outcome is harm requiring first aid, distress or minor damage		
3	Foreseeable outcome is hospitalisation, significant distress, extensive damage		
4	Foreseeable outcome is loss of life or permanent disability, emotional trauma requiring counselling or critical		
	property damage		
Probability			
1	There is evidence of historical risk, but the behaviour has been dormant for over 12 months and no identified		
	triggers remain		
2	The risk of harm has occurred within the last 12 months, the context has changed to make a reoccurrence unlikely		
3	The risk of harm is more likely than not to occur again		
4	The risk of harm is persistent and constant		

Risks which score **6** *or more (probability x seriousness) should move to a plan with strategies:*

Individual Risk Management Plan

Name:	DOB:	Date:	Review Date					
Risk reduction mea	sures and differentia	ted measures (to respond to trigg	ers)					
Consequence								
What are the protective consequences?								
The harm is removed by:								
What are the educ	ational consequences	s?						
Pro social / positive behaviour		Strategies to respond						
Anxiety / DIFFICULT behaviours		Strategies to respond						
Crisis / DANGEROUS behaviours		Strategies to respond						
	very and debrief mea	sures						
Ask restorative que	stions such as:							
Use activities such a	as:							

Emotion Coaching Scripts – What would you do?

Step 1: Recognise your own and the other person's feelings and empathise with them

What are the feeling(s) you might experience in this (or a similar) situation? What are the feelings the other person is experiencing?

Emotion Vocabulary							
ANGER	SADNESS	FEAR	DISGUST	SURPRISE			
Frustrated	Lonely	Worried	Disappointed	Confused			
Mad	Hurt	Insecure	Bitter	Overwhelmed			
Annoyed	Guilty	Embarrassed	Resentful	Startled			
Offended	Uninterested	Rejected	Shameful	Shocked			
Threatened	Inadequate	Vulnerable	Averse	Amazed			

Step 2: Label the feelings and validate them

Labelling:	Possible sentence starters		
 Use words to reflect back the person's emotions Validating with Empathy: Empathise with the emotion by paying attention to what you are feeling and trying to see things from the perspective of the other person Look for physical as well as verbal signs of the emotion being felt Affirm Allow time to calm down. Watch for physical signs of calming 	 I wonder if you feel It seems that you are That sounds as though it was That must have been scary I wonder if you are feeling nervous I wonder if you are feeling nervous I'm sorry that happened to you, that must feel How hurtful, for you That sounds (or feels) like it is a big feeling. I would feel if that happened to me. It's normal to feel about It's OK to feel angry about when happens to you No wonder you were, I imagine you were looking forward to I can see you feelwhen that happens/when I do(say) 		

Once the child or young person is calm

Step 3: Limit Setting (if needed)

Give guidance and positively explain boundaries by outlining what is acceptable behaviour.

Examples of types of positive limit setting:

- I understand that you might have not felt listened to, we need to stay safe in the classroom, we use kind hands.
- Remember we try to use words to tell people when something is not right for us
- When you told Amber to go away, it made it difficult for everyone to keep playing, everyone likes to play in a group.
- In school, we have guidelines to follow that keep us all safe.
- When it is raining we need to wear our jackets to play outside

Step 4. Problem Solving with the child or young person

Help the C/YP to consider alternative courses of action when experiencing emotional moments. This will vary and be dependent upon the context. A possibility would be to think about problem solving as having three parts: Exploring, Sharing Ideas, Agreeing Solutions

A. Exploring

- You might talk with the C/YP's about the feelings and needs that gave rise to the problem/ behaviour/situation – be specific.
- C&YP might need help to think about what they were trying to achieve with their behaviour, what did they want to stop or start?

"What were you wanting to happen?"

"How were you feeling when that happened?" or "What did it make you feel like?"

"Have you felt that way before?"

B. Sharing Ideas

- Identify alternative, more appropriate and more productive ways of expressing and/or managing feelings and behaviour/actions, through scaffolding
- Empower the C&YP to recognise feelings, behaviour and take ownership/responsibility of actions and finding ways to self-regulate in the future.

"Let's think of what you could have done instead"

"Can you think of a different way to deal with your feelings at this time?"

"What about if you....."

"Let's put some ideas on paper of what you could do if you felt in the future"

C. Agreeing Solutions

"Let's look at the list and see what we think together?"

"What ideas and suggestions do you like?"

"You could or, which one sounds good to you?"

"What ideas don't you like?"

"Let's decide what you will do next time you feel like this"

"How do you think doing...... would be more helpful for you and others?"

"What will help you to remember to do this?"

"How can you practice to ?"