

Replacing Don't with Do

Children will more likely make an appropriate choice when you help them find and understand appropriate options.

Conflict and Reaction Guidelines

- Take a deep breath and remain calm.
- Use a soft voice and redirect.
- Place the attention on what you want the child to learn

“Do” phrases and modeling

Incorporate these “do” phrases and modeling to reduce conflict during these common situations:

Child is dragging their coat on the floor

- In a calm voice say, “Hold your coat up on your arms so it doesn’t touch the floor.”

Child is slamming the doors shut

- In a calm voice say, “close the door softly,” and model how to do it.

Child is drawing on the table

- In a calm voice say, “Use your crayons to color on your paper.”

You want a child to take his feet off the table

- In a calm voice say, “put your feet on the floor.”

How to lead children through a “You have it, I want it” conflict.

Provider: *It looks like both of you want to play with the ball. James had the ball first.*

Georgia, use your words and ask James if you can play with the ball. Say, “James, can I have the ball?”

Response if James says yes: *“Thank you James, for being a good friend and sharing with Georgia.”*

Response if James says no: *“Georgia, James wants to play with the ball for a few more minutes. Let’s go find you a different ball. Do you want the blue one or the green one.”*

