How To Follow Instructions
1. Look at the person.
2. Say “OK”.
3. Do task immediately.
4. Check back.

How to Accept Criticism
1. Look at the person.
2. Say “OK”.
3. No arguing.

How to Accept “No” for an Answer
1. Look at the person.
2. Say “OK”.
3. No arguing, whining, or pouting.
4. If you don’t understand why, ask calmly for a reason.
5. If you disagree or have a complaint, bring it up later.

How to Greet Someone
1. Look at the person.
2. Smile.
3. Use a pleasant voice tone.
4. Make a verbal greeting.

How to Get the Teacher’s Attention
1. Look at the person.
2. Raise hand.
3. Wait for acknowledgment.
4. After acknowledgment, ask question in a quiet voice tone.

How to Disagree Appropriately
1. Look at the person.
2. Use a pleasant voice tone.
3. Make an empathy/concern statement.
4. State disagreement specifically.
5. Give a rationale.
6. Say “Thank you”.

How to Make a Request
1. Look at the person.
2. Use a pleasant voice tone.
3. State request specifically.
4. Say “Please”.
5. Say “Thank you” after request is granted.

How to Give Negative Feedback
1. Look at the person.
2. Use a calm voice tone.
3. Make a positive statement or praise.
4. State the problem specifically.
5. Give a rationale why it’s a problem.
6. Offer a solution.
7. Thank the person for listening.

How to Resist Peer Pressure
(Or Say “No”)
1. Look at the person.
2. Use a calm voice tone.
3. Thank them for including you.
4. Explain that you do not want to participate.
5. Offer an alternative activity.
6. Continue to refuse to participate (if necessary).

How to Apologize
1. Look at the person.
2. Use a pleasant voice tone.
3. Make a specific statement of remorse.
4. State a plan for future appropriate behavior.
5. Ask the person to accept the apology.

Sharing Something
1. Let the other person use the item first.
2. Ask if you can use it later.
3. When you get to use it, offer it back to the other person after you’re finished.

How to Engage in a Conversation
1. Look at the person.
2. Use a pleasant voice tone.
3. Ask the person questions.
4. Don’t interrupt.
5. Follow-up their answers with a comment without changing the subject.
How to Give a Compliment
1. Look at the person.
2. Smile.
3. Use a pleasant voice tone.
4. Make a positive praise statement.

How to Accept a Compliment
1. Look at the person.
2. Smile.
3. Use a pleasant voice tone.
4. Say “thank you”.
5. Do not disagree with the compliment.

How to Report Peer Behavior
1. Look at the person.
2. Use a calm voice tone.
3. Request to speak to the adult privately.
4. Give a specific description of peer’s inappropriate behavior.
5. State a rationale for the report.
6. Suggest possible solution or consequences.
7. Thank the adult for listening.

How to Introduce Yourself
1. Look at the person.
2. Smile.
3. Use a pleasant voice tone.
4. State your own name.
5. Shake the person’s hand.
6. When departing say, “It was nice to meet you.”

Working with Others
1. Identify the task to be completed.
2. Assign tasks to each person.
3. Discuss ideas in a calm, quiet voice and let everyone share their ideas.
4. Work on tasks until completed.

Appropriate Voice Tone
1. Listen to the level of the voices around you.
2. Change your voice tone to match.
3. Watch and listen for visual or verbal cues and adjust your voice as needed.

Staying On Task
1. Look at your task or assignment.
2. Think about the steps needed to complete the task.
3. Focus all of your attention on the task.
4. Stop working only when instructed.
5. Ignore distractions and interruptions from others.

How to Volunteer
1. Look at the person.
2. Use a pleasant voice.
3. Ask the person if you could volunteer to help.
4. State specifically the task you are volunteering to do.
5. Give a rationale/benefit.
Showing Appreciation
1. Look at the person.
2. Use a pleasant sincere voice.
3. Say “Thank you”. Describe what the person did that you liked.
4. Say why you appreciated what he or she did.
5. Offer your help in the future.

Accepting Decisions of Authority
1. Look at the person who is in charge.
2. Stay Calm.
3. Use a pleasant voice.
4. Say “Okay” or “I understand”.
5. Bring up your disagreement later.
6. Don’t argue, pout, or get angry.

Completing Task
1. Listen to or read instructions carefully.
2. Get everything you will need for the job together.
3. Work carefully and neatly.
4. Think about what you are doing.
5. Look to see that the job is complete.
6. Check back with the person who gave you the task.

Coping with Change
1. Identify exactly what is changing.
2. Ask questions if you need more information.
3. Stay calm and relaxed.
4. Discuss your feelings about the change with an adult.
5. Talk about what you can do to handle the change positively.

Solving Problems
1. Describe what the problem is.
2. Come up with two or more solutions.
3. Look at the disadvantages of each option.
4. Look at advantages of each option.
5. Decide on the best solution.

Controlling Anger
1. If someone is speaking to you, continue to listen and look at him or her.
2. Breathe slowly and deeply.
3. Think about breathing deeply and relaxing tense areas of your body.
4. If needed, ask the other person if you can be alone for a few minutes.
5. When alone, continue to breathe deeply and tell yourself to relax.

Starting a Conversation
1. Look at the person or people you are with.
2. Wait until no one else is talking.
3. Use a calm, pleasant voice.
4. Ask a question or begin talking about a new topic.
5. Be sure to pause to give others a chance to talk.

Coping with Conflict
1. Stay calm and relaxed.
2. Listen to what the people who disagree are saying.
3. Think of helpful options.
4. If appropriate, offer these options.
5. Leave if the situation becomes violent or dangerous.

Listening to Others
1. Look at the person who is talking.
2. Sit or stand quietly. Don’t yawn, whisper to others or fidget.
3. Wait until the person is finished talking.
4. Say “Okay”; “Thanks”, or “I see”.

Dealing with Group Pressure
1. Look at people in the group.
2. Stay calm and serious.
3. Say “No” to any activity you do not want to do.
4. Suggest something else to do.
5. Leave if the group continues to put pressure on you.

Cooperating with Others
1. Discuss goals or tasks with others.
2. Decide what each person must do to accomplish the goal.
3. Give and accept constructive criticism.
4. Share information and resources. If playing a game, follow the rules.
5. Praise the efforts of others.

Being on Time
1. Find out when you need to be at your destination.
2. Figure out how long it will take to get there.
3. Go directly there.
4. Check in with your teacher, supervisor or the person you are meeting.
5. If you are late, apologize sincerely.

Controlling Emotions
1. Think about situations that make you angry or lose control.
2. Monitor the feelings you have in stressful situations.
3. Calmly describe your feelings to others.
4. Praise yourself when you stay calm.

Getting Someone’s Attention
1. Wait until the other person is finished speaking.
2. Look at the person.
3. Say “Excuse me”.
4. Wait until the person looks at or speaks to you.
5. Proceed with what you want to say.

Asking for Help
1. Look at the person.
2. Ask the person if he or she has time to help you (now or later).
3. Clearly describe the problem or what kind of help you need.
4. Thank the person for helping.

Dealing with Frustration
1. Identify frustrated feelings when they arise.
2. Breathe deeply and relax.
3. Discuss frustrations with a caring adult or friend.
4. Figure out what causes your frustration.
5. Find things to do that bring feelings of success and well-being.