

To build trust,
it's not what you say,
it's HOW you phrase it!

Positive Phrases

- Can you show me where you got that information?

- Can you show me what you're talking about?

- Can you show me how you came to that decision?

- I need more information so we can make an
educated decision together.

- Will you please show me the policy?

- Would you consider (your solution here)?

- What do you know about (XYZ)?

- (If student can't handle XYZ), what is the skill deficit?

- Let's look at this and come up with a
different solution together.

- It sounds like (restate what you heard).

- Did I understand that correctly?

- ABC happened. It's incorrect (IEP not implemented correctly,
service minutes missed). Can we do (XYZ) to course correct?

HELPFUL HINTS

- You don't have to know everything!
- You do need to know when & what questions to ask!
- You can't get to a yes if you don't know why they're saying no!
Ask them to write down why they're saying no to open a door to a yes.
- Stay positively persistent!