

## Turning Negatives into Positives



Some helpful hints to eliminate problems before they happen!

1. Inclusion (making someone feel successful and part of the group) rests on your attitude in making it work.
2. Communicate! Communicate! Communicate!
3. Know each individual's limitations. Work around the limitations to ensure success.
4. Don't make quick judgments about people (we usually do...). Before you make a judgment, think of what the behavior might be telling you.
5. Focus on sameness. Determine how to minimize differences.
6. Respect everyone for who he (or she) is. Never be condescending. Don't talk about them in front of them. Include everyone whenever possible.
7. Fair is everyone getting what each individual needs. Fair is not necessarily equal!
8. Use the word "don't" as seldom as possible. When it must be used, always give a "do" alternative.
9. Have written rules. Make them reasonable. Do not bend them. If they are broken, make the punishment fit the crime and the individual.
10. Don't tell someone what he should not be doing. Tell him what he should be doing. Be very specific, and redirect behavior to something positive.
11. Never give a choice if choice is not actually an option.
12. Don't try to control. Instead, work toward transitioning to success while acknowledging that the problem is real.
13. If behavior seems solely to get attention, ignore the behavior but not the individual. Direct the individual to appropriate behavior.
14. Keep expectations high, but give freedom to fail. Without freedom to fail, they will stop trying. Be positive.
15. Give good news (praise) before bad news (correction).