

Steps of a Full Problem-Solving Conference



NOTICING

Establish person-to-person connections. Begin by describing positives and negatives you've noticed. Ask what she noticed.

I have noticed....is going well.

What have you noticed is going well?

I've seen that....is a problem for you. Do you see that too?

What have you noticed needs improvement?



NAMING

Name the reason/rule broken. Speak without judgment from the high ground of protecting school agreements.

Name the hope or dream not being realized.

Our agreement is...

Our social contract, class agreements, school expectations say....

School expectation require...

Your hope was...



UNDERSTANDING

Get to the bottom of what is happening

What's getting in the way of your hopes?

Why are you having trouble following this expectation/rule/procedure?

Is your behavior helping you realize your dream?

Could it be...?



ALTERNATIVES

Figure out what you can do differently. Gather ideas from the student.

What's next for you?

What will help you get what you really want?

Do you want to hear what others have tried?

What can I do to help?



AGREEMENT TO TRY (willingness)

Make explicit agreements that include a check-back time.

I am willing to.....

Are you willing to try this?

From now on will you...?

I'll check with you on ___ to talk about how it's going.



PRACTICE WHAT-IFS

Work on the sticky spots.

What will you do if...?

CHECK IN

Let's talk about how you are doing.

Remember the goal is to form an alliance with the student to solve problems together.

Avoid lectures, defensiveness or language that passes judgment.

Be a mirror in which the student can see herself accurately.