



Clear Communication That Encourages Compliance

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- ★ Keep the focus on the behavior, not the child. Make it clear that you dislike unacceptable behavior, not the child.
- ★ Use a calm voice and body language.
 - Move close to your child
 - Say his or her name
 - Get and maintain eye contact
 - Have a serious facial expression and use a firm tone of voice
- ★ Deliver directions in a supportive way without put downs or criticism. Don't give too many directives at once.
- ★ Do not accept excuses for irresponsible and inappropriate behavior. Hold the child responsible for his behavior regardless of the provocation or behavior of others.
- ★ Don't argue with your child. Repeat your directive and do not respond to rebuttals.
- ★ Be specific and direct. Describe the desired behavior and clearly identify the consequences for noncompliance. Do not present the directive as a question or favor.
 - "Don't ride your bike in the street. If you do, I'll have to put it away for the rest of the day."
- ★ Make sure the child is paying attention to you. When the child tunes out, check in. If necessary, ask the child to repeat the directive.
 - "Tell me in your words what you heard me say."
 - "Did you understand what I said?"
 - "Were my directions clear?"
- ★ Reduce all distractions before communicating with the child.