

Effective Strategy

Which strategy is least effective / most effective with teachers / peers?											
		Least \longrightarrow Most									
		1	2	3	4	5	6	7	8	9	10
No response	teachers										
	peers										
Non-verbal response	teachers										
	peers										
Verbal response – no eye contact	teachers										
	peers										
Eye contact & verbal response	teachers										
	peers										
Verbal responses which are accepting	teachers										
	peers										
Verbal responses which are deflecting	teachers										
	peers										
Verbal responses which are distracting	teachers										
	peers										
Verbal responses which are disarming	teachers										
	peers										
Verbal responses which are questioning	teachers										
	peers										
Verbal responses which are confrontational	teachers										
	peers										
Verbal responses which contain warnings	teachers										
	peers										
Verbal responses which contain humour	teachers										
	peers										
Verbal & non-verbal responses which are angry	teachers										
	peers										
Walking away	teachers										
	peers										
Slamming books / doors etc., raised voice	teachers										
	peers										

What do these strategies look and sound like?		✓
Not responding	<ul style="list-style-type: none"> • No eye contact • Body language remains calm • Focus on current activity remains unchanged • Gives the impression that what the other person is saying is not affecting you • Can make teachers and peers angry and they can raise their game to provoke a response • Can be powerful & successful in some social situations where there is a lot going on and a comment made needs to pass unnoticed 	
Non-verbal response	<ul style="list-style-type: none"> • Eye contact • Body language changes to model what you want as an outcome – e.g. a smile / laugh / nod as acknowledgement but no further engagement so the situation does not build • Hand gesture – shoulder shrug, moving position in chair – again to acknowledge but prevent further engagement in the conversation to attempt to cut it off before it starts 	
Verbal response – no eye contact	<ul style="list-style-type: none"> • Short phrase response – agreement – humour – reply etc., but minimal body language change & retaining a focus on others or another activity to give minimal attention to the person you are responding to 	
Eye contact & verbal response	<ul style="list-style-type: none"> • Gives greater attention to the issue and the person from whom the comment has come • Allows you to judge their interest by assessing not only their words but their body language also • Allows you to respond verbally & by choosing an appropriate body language – e.g. aggressive – confrontational – neutral - calm and to model how you want the next stage in the conversation to go 	
Verbal responses which are accepting	<ul style="list-style-type: none"> • I agree with you • You have a good point • Not a bad idea • Thanks for your thoughts 	
Verbal responses which are deflecting	<ul style="list-style-type: none"> • Teacher – “What are you doing” “I am working, can I just double check that this is due in on...?” • “Like your trainers” said sarcastically, “Have you any idea how long it took to choose which ones to wear today – got to go have got a hockey match” 	

What do these strategies look and sound like?		✓
Verbal responses which are distracting	<p>Not dissimilar from above just slightly extended</p> <ul style="list-style-type: none"> • “I am working – any chance I could have some help with...?” • Like your trainers – “best I could find in the cupboard this morning, do you reckon Nikes are better?” 	
Verbal responses which are disarming	<ul style="list-style-type: none"> • Are you working? “Yes but I think I’m going to need a bit of help to sort out some of these ideas” • Like your trainers. “Do you mean, do I have a better pair of trainers – ah – long story!” 	
Verbal responses which are questioning	<ul style="list-style-type: none"> • “What are you doing?” • Can I ask you a question about this work? • Like your trainers – “need to ask you something at some point, maybe catch you later” 	
Verbal responses which are confrontational	<ul style="list-style-type: none"> • What are you doing? “You can see what I’m doing – why ask?” • Like your trainers – “piss off” 	
Verbal & non-verbal responses which are angry	<ul style="list-style-type: none"> • What are you doing – slam book, sits back, folds arms, says “what does it look like” • Like your trainers – squares up to the person, invading body space – uses language such as “what did you say?” 	
Verbal & non-verbal responses containing warnings	<ul style="list-style-type: none"> • As above re body language but adds comments such as “say that again and you’ll regret it” 	
Verbal responses which contain ‘neutral’ humour / light touch responses	<ul style="list-style-type: none"> • What are you doing? – Making my day really difficult by trying to finish this work • Like your trainers – “You and me both, oh that they were a pair of Nikes” 	
Walking away	<ul style="list-style-type: none"> • Either silently or with a direct verbal interchange or “mutterings” 	
Slamming books / doors – raised voice	<ul style="list-style-type: none"> • The anger from within is building up quickly from somewhere in the middle & a physical response outweighs any chance of strategic verbal response. Can be a necessary outlet for some but is difficult to recover from & leads to others particularly teachers feeling they have to deal with secondary behaviour, e.g. all the associated stuff around book and door slamming, swearing, angry body language etc. 	

Having gone through the least used / most used – least effective / most effective exercise, try out the following questions:

<p>Which strategy do I want to use more frequently?</p> <p>What will I need to change to do this?</p> <p>Will I need any help / support from anyone?</p> <p>If yes, from whom and in what way?</p>	
<p>Which strategy do I want to use less frequently?</p> <p>What will I need to change to do this?</p> <p>Will I need any help / support from anyone?</p> <p>If yes, from whom and in what way?</p>	