



# Safe and Supportive Schools

Engagement | Safety | Environment

## Redirecting Inappropriate Behavior

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- **Take the person aside, not in front of others**
- **Use their name**
  - “Olivia”
- **Express your feeling**
  - “I was surprised”
  - “I was disappointed”
  - “I am worried”
- **Identify the inappropriate behavior**
  - “When you...”
- **Indicate that the behavior is not how you see them**
  - “That’s not like you”
  - “I often see you...”
  - “I know you’re capable of...”
- **Ask them what happened. Indicate you understand but what they did was inappropriate**
  - “What happened?”
  - “Is something wrong”
  - “I understand how that could make you mad, but what you did was inappropriate”
- **Model**
  - “Can you show me a better way of dealing with that situation?”
  - “Would you like me to show you how other students have dealt with that situation”
- **Thank them**
  - “Thanks for listening. I know you will do things differently next time”