

# 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?*

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## 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...*

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## 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...?*

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## 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?*

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## 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.*

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## PRACTICE WHAT-IFS

Work on the sticky spots.

*What will you do if...?*

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## CHECK IN

*Let's talk about how you are doing.*

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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.