Steps of a Full Problem-Solving Conference

NOTICING
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.