

Verbal Intervention

Appear calm and relaxed.

Present a cooperative, helpful attitude.

Keep voice pitch and volume down.

**Feel comfortable that you are in control.
(If you are in control, you can control the situation.)**

Project a calm, assured feeling that you will see the situation through to a peaceful end, no matter what happens.

Avoid power struggles.

Set limits.

**Rest your eyes on student's chest.
(Breathing and chest movements are indicators of aggressive reactions.)**

Stay with the student. Talk with him/her, listen, and pay attention.

Acknowledge student's feelings. Show understanding.

Be patient and don't give up.

Meet verbal behaviors with verbal responses.

Relax your muscles and keep yourself under control.

Always leave an avenue of escape for student.

Don't appear afraid and unsure of yourself.

Don't appear bossy or arrogant.

Don't raise your voice.

Don't appear to expect an attack.

Don't project uncertainty or impatience.

Don't make demands.

Don't threaten.

Don't maintain continuous eye contact.

Don't turn your back or leave.

Don't deny or discount feelings.

Don't act or speak impatiently.

Don't escalate situation by using physical responses to verbal problems.

Don't tense your muscles.

Don't corner a student physically or psychologically.