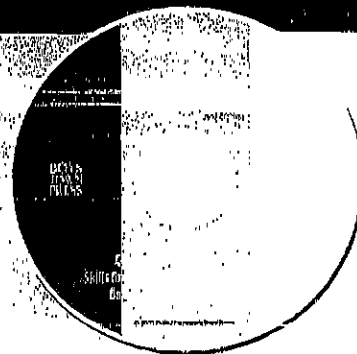


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Basic skills for youth

Following instructions

1. Look at the person.
2. Say "Okay."
3. Do what you've been asked right away.
4. Check back.

Accepting "No" for an answer

1. Look at the person.
2. Say "Okay."
3. Stay calm.
4. If you disagree, ask later.

Talking with others

1. Look at the person.
2. Use a pleasant voice.
3. Ask questions.
4. Don't interrupt.

Introducing yourself

1. Look at the person. Smile.
2. Use a pleasant voice.
3. Say "Hi, my name is...."
4. Shake the person's hand.
5. When you leave, say "It was nice to meet you."

Accepting criticism or a consequence

1. Look at the person.
2. Say "Okay."
3. Don't argue.

Disagreeing appropriately

1. Look at the person.
2. Use a pleasant voice.
3. Say "I understand how you feel."
4. Tell why you feel differently.
5. Give a reason.
6. Listen to the other person.

Showing respect

1. Obey a request to stop a negative behavior.
2. Refrain from teasing, threatening, or making fun of others.
3. Allow others to have their privacy.
4. Obtain permission before using another person's property.
5. Do not damage or vandalize public property.
6. Refrain from conning or persuading others into breaking rules.
7. Avoid acting obnoxiously in public.
8. Dress appropriately when in public.

Showing sensitivity to others

1. Express interest and concern for others, especially when they are having troubles.
2. Recognize that disabled people deserve the same respect as anyone else.
3. Apologize or make amends for hurting someone's feelings or causing harm.
4. Recognize that people of different races, religions, and backgrounds deserve to be treated the same way as you would expect to be treated.

Following instructions



Step 1. Look at the person.

Rationale:

Looking at the person shows that you are paying attention.

Helpful hints:

- Look at the person as you would a friend.
- Don't stare, make faces, or roll your eyes.
- Look at the person throughout your conversation. Avoid being distracted.
- Looking at the person will help you understand his or her mood.



Step 2. Say "Okay."

Rationale:

Saying "Okay" lets the person know you understand.

Helpful hints:

- Answer right away.
- Use a pleasant voice.
- Speak clearly.
- Smile and nod your head (if it is appropriate to do so).



Step 3. Do what you've been asked right away.

Rationale:

You are more likely to remember exactly what you're supposed to do if you do it right away.

Helpful hints:

- Complete each step of the task.
- Stay on task. Don't let other things interfere.
- Do the best job you can.
- If you have problems, ask for help.



Step 4. Check back.

Rationale:

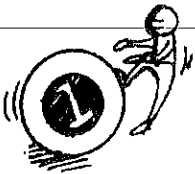
Checking back lets the person know that you have followed the instruction.

Helpful hints:

- Tell the person you have finished as soon as you are done.
- Explain exactly what you did.
- Ask if the job was done correctly.
- Correct anything that needs to be done over.

Accepting "No" for an answer

Step 1. Look at the person.



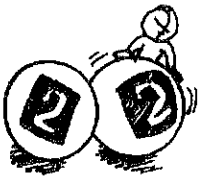
Rationale:

Looking at the person shows that you are paying attention.

Helpful hints:

- Don't stare or make faces.
- Don't look away.
- If you are upset, control your emotions. Try to relax and stay calm.
- Listening carefully will help you understand what the other person is saying.

Step 2. Say "Okay."

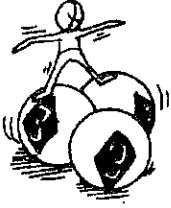


Rationale:

Saying "Okay" lets the other person know that you understand.

Helpful hints:

- Answer right away.
- Speak clearly. Don't mumble.
- Don't sound angry or start to argue. That might lead to problems.
- Take a deep breath if you feel upset.



Step 3. Stay calm.

Rationale:

Staying calm allows you to hear exactly what the other person is saying.

Helpful hints:

- If you react negatively, you may make the situation worse.
- People will think you are serious about improving if you stay calm.
- Staying calm shows that you have control of your emotions.
- Accepting a “No” answer this time may improve the chances of getting a “Yes” answer later on.



Step 4. If you disagree, ask later.

Rationale:

If you disagree right away, you will appear to be arguing.

Helpful hints:

- Take some time to plan how you are going to approach the person who told you “No.”
- Plan in advance what you are going to say.
- Accept the answer, even if it is still “No.”
- Be sure to thank the person for listening.

Talking with others

Step 1. Look at the person.



Rationale:

Looking at the person shows that you are paying attention and shows the person that you want to talk.

Helpful hints:

- Look at the person as you would a friend.
- Look at the person's face; this will help you understand that person's mood.

Step 2. Use a pleasant voice.



Rationale:

People won't want to talk to someone who seems unpleasant, angry, or threatening.

Helpful hints:

- Speak clearly.
- Use short sentences that are easily understood.
- Think before you speak.



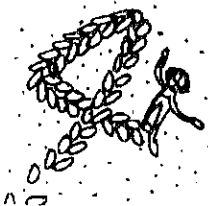
Step 3. Ask questions.

Rationale:

Asking questions includes the other person in the conversation.

Helpful hints:

- Avoid asking questions that can be answered with a "Yes" or a "No."
- Ask the person about his or her opinions, likes and dislikes, and interests.
- Listen intently.
- Be prepared to answer questions the person might ask you.



Step 4. Don't interrupt.

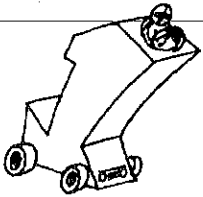
Rationale:

Interrupting shows you don't care what the other person is saying.

Helpful hints:

- Make sure the person is done speaking before you respond.
- Maintain eye contact.
- Maintain good posture; don't distract the other person by fidgeting.
- Don't monopolize the conversation or jump from topic to topic.

Introducing yourself



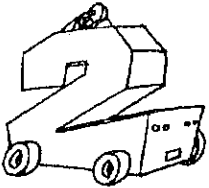
Step 1. Look at the person.

Rationale:

Looking at the person is one way of showing that you really want to meet him or her.

Helpful hints:

- Get the person's attention appropriately.
- Don't stare or make faces.
- Look at the person as you would a friend.
- Looking at the person sets a friendly tone for the beginning of your conversation.



Step 2. Use a pleasant voice.

Rationale:

You will make a good impression if you appear to be friendly.

Helpful hints:

- Speak clearly.
- Talk loud enough to be heard, but not too loud.
- Use proper grammar and avoid slang words.
- Don't interrupt.



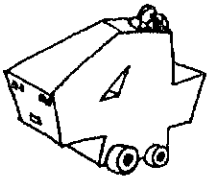
Step 3. Offer a greeting. Say “Hi, my name is....”

Rationale:

Saying “Hi” shows you are friendly and makes the other person feel welcome.

Helpful hints:

- Make sure the person hears you.
- Listen if the other person says anything in return.
- Smile if it is appropriate to do so.



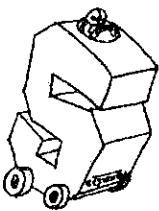
Step 4. Shake the person’s hand.

Rationale:

Shaking hands is a traditional way of greeting someone.

Helpful hints:

- Use a firm grip, but don’t squeeze too hard.
- Three shakes is about right when shaking hands.
- Say “It’s nice to meet you” as you shake hands.
- Make sure your hand is clean before shaking hands with someone.



Step 5. When you leave, say “It was nice to meet you.”

Rationale:

Saying something nice ends your conversation on a friendly note.

Helpful hints:

- Be sincere.
- Use the person’s name again when saying good-bye.
- Remember the person’s name should you meet again.

Accepting criticism or a consequence



Step 1. Look at the person.

Rationale:

Looking at the person shows that you are paying attention.

Helpful hints:

- Don't stare or make faces.
- Look at the person throughout the conversation. Don't look away.
- Listen carefully and try not to be distracted.
- Paying attention shows courtesy; looking away shows disinterest.



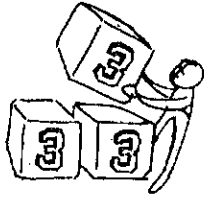
Step 2. Say "Okay."

Rationale:

Saying "Okay" shows that you understand what the other person is saying.

Helpful hints:

- Nodding your head also shows that you understand.
- Don't mumble.
- By nodding your head or saying "Okay" frequently throughout a long conversation, you let the speaker know that you are still listening carefully.
- Use a pleasant tone of voice. Don't be sarcastic.



Step 3. Don't argue.

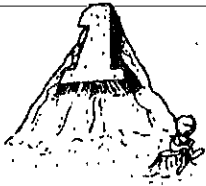
Rationale:

Accepting criticism without arguing shows that you are mature.

Helpful hints:

- Stay calm.
- Try to learn from what the person is saying so you can do a better job next time.
- Remember that the person who is giving you criticism is only trying to help.
- If you disagree, wait until later to discuss the matter.

Disagreeing appropriately



Step 1. Look at the person.

Rationale:

Looking at the person shows that you are paying attention.

Helpful hints:

- Don't stare or make faces.
- Keep looking at the person throughout your conversation.
- Be pleasant and smile.
- Look at the person as you would a friend.



Step 2. Use a pleasant voice.

Rationale:

The person is more likely to listen to you if you use a pleasant voice.

Helpful hints:

- Speak slowly and clearly. Don't mumble.
- Use short sentences. They are easily understood.
- Keep a comfortable distance between you and the other person while you are talking.
- Smile. People are more comfortable talking with someone who is friendly.



Step 3. Say "I understand how you feel."

Rationale:

Saying you understand gets the conversation off to a positive start.

Helpful hints:

- Plan what you are going to say before you start to speak.
- If you still feel uneasy about how you are going to start your conversation, practice.
- Start to discuss your concerns as part of a conversation, not a confrontation.
- Be sincere.



Step 4. Tell why you feel differently.

Rationale:

Using vague words can lead to confusion and doesn't get your point across.

Helpful hints:

- Use as much detailed information as possible.
- Be prepared to back up what you say.
- If necessary, practice what you are going to say.
- Always remember to think before you speak.



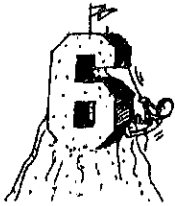
Step 5. Give a reason.

Rationale:

Your disagreement will carry more weight if you give a valid reason.

Helpful hints:

- Be sure that your reasons make sense.
- Support your reasons with facts and details.
- One or two reasons are usually enough.
- Remember to stay calm during the conversation.



Step 6. Listen to the other person.

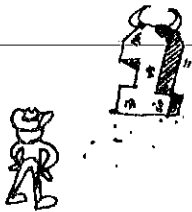
Rationale:

Listening shows you respect what the other person has to say.

Helpful hints:

- Don't look away or make faces while the other person is talking.
- Don't interrupt.
- Stay calm.
- Don't argue.

Showing respect



Step 1. Obey a request to stop a negative behavior.

Rationale:

When you obey a request to stop a negative behavior, you show that you can follow instructions. Being able to follow instructions is one form of showing respect.

Helpful hints:

- By stopping your negative behavior, you may avoid getting into trouble.
- There will always be people who have authority over you. You must do what they say.



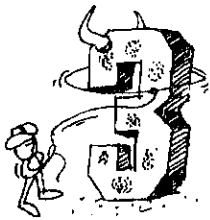
Step 2. Refrain from teasing, threatening, or making fun of others.

Rationale:

By refraining from such behaviors, it shows you understand that teasing, threatening, and making fun can be hurtful to others.

Helpful hints:

- If you are always making fun of people or threatening them, you won't have many friends.
- People will think of you only as a tease, not as a nice person.



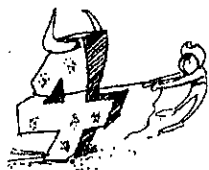
Step 3. Allow others to have their privacy.

Rationale:

Sometimes people need or want to be alone. You show respect by adhering to their wishes.

Helpful hints:

- Always knock before entering someone's room or a room with a closed door.
- Honor someone's desire to be left alone.



Step 4. Obtain permission before using another person's property.

Rationale:

You have certain possessions that are very important to you. You don't want people using them without permission. When you ask permission to use others' things, you show that same kind of respect.

Helpful hints:

- Always return items in the same condition as when you borrowed them.
- If you damage a borrowed item, offer to repair or replace it.



Step 5. Do not damage or vandalize public property.

Rationale:

Vandalism and damaging property are against the law. Besides getting into trouble, you show disrespect for your community and country when you vandalize public property.

Helpful hints:

- Accidents do happen, but they always should be reported.
- Offer to replace or repair property you have damaged.



Step 6. Refrain from conning or persuading others into breaking rules.

Rationale:

People will think less of you if you are always trying to take advantage of others or get them into trouble.

Helpful hints:

- If you use people, they won't trust you.
- People don't appreciate being manipulated.



Step 7. Avoid acting obnoxiously in public.

Rationale:

You make a good impression with people when you show that you know how to behave and use proper social skills in public.

Helpful hints:

- Be on your best behavior in public. That means don't do such things as curse, swear, spit, or belch.
- Be courteous to others and mind your manners.



Step 8. Dress appropriately when in public.

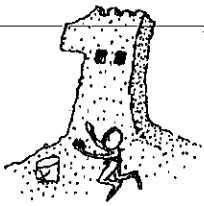
Rationale:

When in public, people are expected to look their best. When you live up to this expectation, you show that you are mature and understand society's rules.

Helpful hints:

- Being well-groomed and well-dressed makes a good impression.
- Use good judgment when deciding what to wear. Where you are going usually dictates what you wear.

Showing sensitivity to others



Step 1. Express interest and concern for others, especially when they are having troubles.

Rationale:

If you help others, they are more likely to help you.

Helpful hints:

- If you see someone in trouble, ask if you can help.
- Sometimes, just showing you care is enough to help a person get through a difficult time.



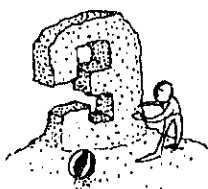
Step 2. Recognize that disabled people deserve the same respect as anyone else.

Rationale:

A disability does not make a person inferior. Helping people with disabilities without ridiculing or patronizing them shows that you believe all people are equal, although some people need a little extra assistance.

Helpful hints:

- Be ready to help a disabled person when needed by doing such things as holding open a door, carrying a package, giving up your seat.
- Don't stare at disabled people or make comments about their special needs.



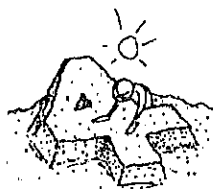
Step 3. Apologize or make amends for hurting someone's feelings or causing harm.

Rationale:

Saying you're sorry shows that you can take responsibility for your actions and can admit when you've done something wrong.

Helpful hints:

- You can harm someone by what you fail to do, just as easily as what you do. Some examples are breaking a promise or not sticking up for someone who is being picked on.
- If you hurt someone, apologize immediately and sincerely.



Step 4. Recognize that people of different races, religions, and backgrounds deserve to be treated the same way as you would expect to be treated.

Rationale:

Treating others equally shows that although people are different, you believe that it shouldn't matter in the way you treat them.

Helpful hints:

- Don't make jokes and rude comments about the color of someone's skin or what he or she believes.
- Some people have different customs for doing things. Some people have more money than others. No matter, all people should be treated the same.

Accepting apologies from others



Look at the person who is apologizing.



Listen to what he or she is saying.

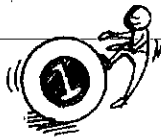


Remain calm. Refrain from any sarcastic statements.



Thank the person for the apology; say "Thanks for saying 'I'm sorry'" or "That's OK."

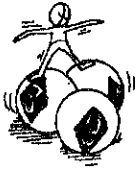
Accepting compliments



Look at the person who is complimenting you.



Use a pleasant tone of voice.



**Thank the person sincerely for the compliment.
Say "Thanks for noticing" or "I appreciate that."**



Avoid looking away, mumbling, or denying the compliment.

Accepting consequences



Look at the person.



Say "OK."

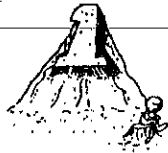


Don't argue.



If given instructions or suggestions on how to correct the situation, follow them.

Accepting decisions of authority



Look at the person.



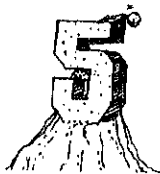
Remain calm and monitor your feelings and behavior.



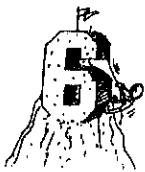
Use a pleasant or neutral tone of voice.



Acknowledge the decision by saying "OK" or "Yes, I understand."

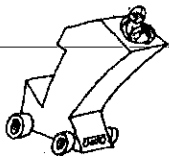


Possibly disagree at a later time.

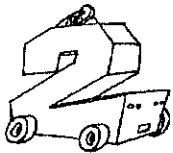


Refrain from arguing, pouting, or becoming angry.

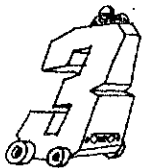
Greeting others



Look at the person.

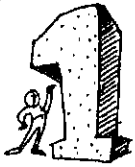


Use a pleasant voice.



Say "Hi" or "Hello."

Anger control strategies



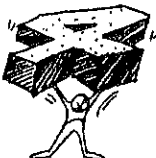
If a person is talking to you, continue listening and acknowledging what he or she is saying.



Monitor your body's feelings and how quickly you are breathing.



Breathe slowly and deeply.



Give yourself instructions to continue breathing deeply and relax your tense body areas.



If appropriate, calmly ask the other person for a few minutes to be by yourself.



While you are alone, continue to monitor your feelings and instruct yourself to relax.

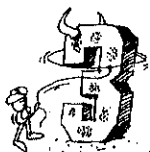
Answering the telephone



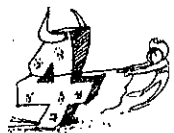
Pick up the phone promptly.



Use a calm, pleasant voice.



Answer the phone by saying "Hello" or "Hello, this is the residence of..."



Listen carefully to the other person.



Find the person the caller wants to speak with or offer to take a message.



Write the message down and ensure that the right person receives it.



End your conversation by saying "Good-bye" or "Thanks for calling," and gently hanging up the phone.

Appropriate appearance



Use appropriate daily hygiene skills.



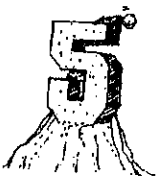
Comb your hair.



Choose clean clothing that will match your day's activities.



Use a moderate amount of make-up, perfume, or cologne.



Ask for advice if you are unsure what is proper.

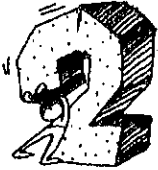


Maintain your appearance throughout the day (hair combed, shirt tucked in, etc.).

Appropriate voice tone



Look at the person you are talking to.



Listen to the level and quality of the voice tone you are speaking with.



Lower your voice (if necessary) so that it isn't too loud or harsh.



Speak slowly. Think about what you want to say.



Concentrate on making your voice sound calm, neutral, or even pleasant and happy.



Avoid shouting, whining, or begging.

Appropriate word choice



Decide what thought you want to put into words and then say them.



Look at the situation and the people around you.



Know the meanings of words you are about to say.



Refrain from using words that will be offensive to people around you or that they will not understand.



Avoid using slang, profanity, or words that could have a sexual meaning.

Asking for help



Look at the person.



Ask the person if he or she has time to help you (now or later).



Clearly describe the problem or what kind of help you need.



Thank the person for helping you.

Asking questions



Appropriately get the other person's attention without interrupting. Wait to be acknowledged.



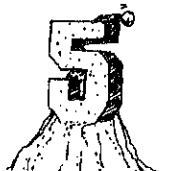
Look at the person.



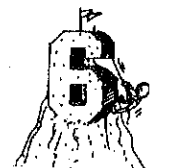
Use a pleasant tone of voice.



Phrase what you are asking as a question by using words such as "Please," "Would," "What," or "May I...."



Listen to the person's answer.



Thank the person for his or her time.

Asking for clarification



Look at the person.



Ask if he or she has time to talk. Don't interrupt.



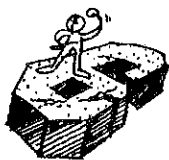
Use a pleasant or neutral tone of voice.



Specifically state what you were confused about. Begin with "I was wondering if..." or "Could I ask about...."



Listen to the other person's reply and acknowledge the answer.

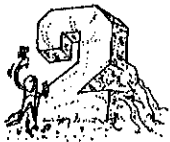


Thank the person for his or her time.

Being on time (Promptness)



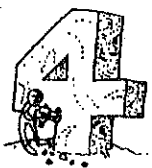
Know exactly when you need to be where you are going, and how long it will take you to get there.



Leave with plenty of time to spare (usually about 5-10 minutes before you would have to leave).



Go directly there with no diversions.



When you arrive, check in with someone in authority or whom you are meeting.



If you are late, apologize sincerely for not being on time.

Checking in (or Checking back)



Promptly return or complete the task.



Immediately find the appropriate person to check with.



Check in by pleasantly saying "Here I am..." or "I'm back from...."



Truthfully answer any questions about your activities or where you have been.

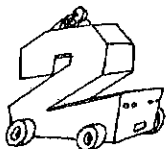


End by saying "Is there anything else?"

Completing homework



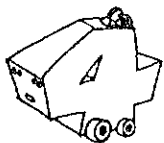
Find out at school what the day's homework is for each subject.



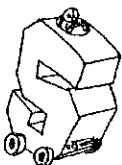
Remember to bring home necessary books or materials in order to complete your assignments.



Get started on homework promptly, or at the designated time.



Complete all assignments accurately and neatly.



Carefully store completed homework until the next school day.

Completing tasks



Listen carefully to instructions or directions for tasks.



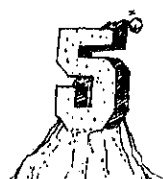
Assemble the necessary tools or materials needed for the task.



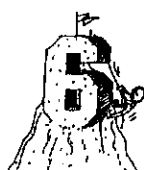
Begin working carefully and neatly.



Remain focused on the task until it is completed.

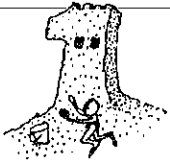


Examine the product of your work to make sure it is complete.



Check back with the person assigning the task.

Complying with reasonable requests



Look at the person making the request.



Use a pleasant or neutral tone of voice.



Acknowledge the request by saying "OK" or "Sure."

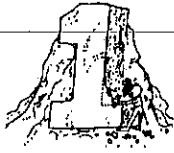


Promptly complete the activity requested.

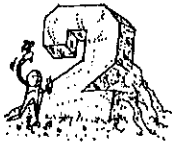


If you are unable to do so, politely tell the person that you cannot do as he or she requests.

Contributing to discussions (Joining in a conversation)



Look at the people who are talking.



Wait for a point when no one else is talking.



Make a short, appropriate comment that relates to the topic being discussed.



Choose words that will not be offensive or confusing to others.



Give other people a chance to participate.

Conversation skills — Initiating



Look at the person or people you are talking with.



Wait until no one else is talking about another topic.



Use a calm, pleasant voice tone.



Ask a question of the other person or begin talking about a new conversation topic.



Make sure new conversation topics are about appropriate activities and will not be offensive to other people.

Conversation skills — Maintaining



Continue looking at whomever is speaking.



Maintain a relaxed, but attentive, posture. Nod your head to give ongoing acknowledgment.



Ask follow-up questions that pertain to what the other person just said and show attentiveness.



Avoid fidgeting, looking away, or yawning.



Don't interrupt the other person. If interruptions occur, say "Excuse me" and let the other person speak.



Tell your own stories that pertain to the current topic, but be careful not to dominate the conversation or exaggerate.

Conversation skills — Closing



Change topics only when everyone appears to be done talking about a particular issue.



Change to a conversation topic that somehow relates to the previous one, if possible.



Allow everyone present a chance to talk about the current topic.

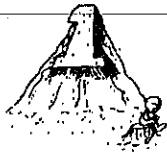


If it is time to depart or move to another area, wait for a comfortable break in the conversation.



Stand and say "Excuse me..." or "It was very nice talking to you...."

Correcting another person (or Giving criticism)



Look at the person.



Remain calm and use a pleasant voice tone.



Begin with a positive statement, some praise, or by saying "I understand...."



Be specific about the behaviors you are criticizing.



Offer a rationale for why this is a problem.



Listen to the other person's explanation. Avoid any sarcasm, name-calling, or "put-down" statements.

Following rules



Learn what rules apply to the current situation.



Adjust your behavior so that you are following those rules exactly.



Don't "bend" rules, even just a little.



If you have questions, find the appropriate adult to ask about the rules in question.

Following written instructions



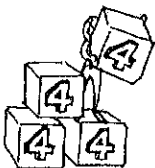
Read the written instructions for the task one time completely.



Do what each instruction tells you to in the exact order in which it is written.



Don't change written instructions or skip any without permission.



If you have any questions, find the appropriate adult to ask about the instructions in question.

Getting another person's attention



Wait until the other person is finished speaking or is available to you.



Look at the other person.



Get that person's attention by saying "Excuse me...."

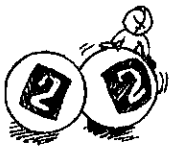


Wait until he or she acknowledges you. Proceed with what you wanted to say.

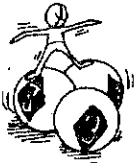
Getting the teacher's attention



Look at the teacher.



Raise your hand calmly.

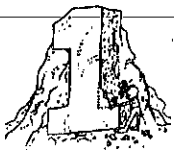


Wait to be acknowledged by the teacher.



Ask questions or make requests in a calm voice.

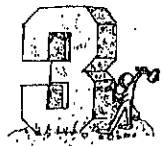
Giving compliments



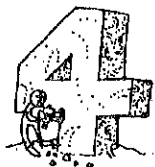
Look at the person you are complimenting.



Speak with a clear, enthusiastic voice.



Praise the person's activity or project specifically. Tell him or her exactly what you like about it.

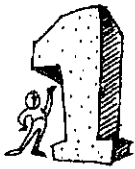


Use words such as "That's great," "Wonderful," or "That was awesome."



Give the other person time to respond to your compliment.

Good quality of work



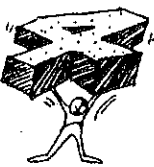
Find out exact expectations or instructions for tasks.



Assemble necessary tools or materials.



Carefully begin working. Focus attention on your task.



Continue working until your task is completed or criteria are met.



Examine the results of your work to make sure it was done correctly.



Correct any deficiencies, if necessary. Perhaps, check back with the person who assigned your task.

Ignoring distractions by others



Try not to look at people who are being distracting.



Stay focused on your work or task.



Do not respond to questions, teasing, or giggling.



If necessary, report this behavior to a nearby adult or authority figure.

Interrupting appropriately



If you must interrupt a person's conversation or phone call, stand where you can be seen.



Wait for that person to acknowledge you or signal for you to come back later.



When it's time for you to speak, begin with "Excuse me for interrupting, but...."

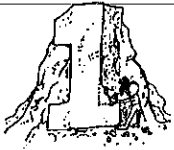


Be specific and to the point with your request or information.



Thank the person for his or her time.

Introducing others



Position yourself near or between the people you are introducing.



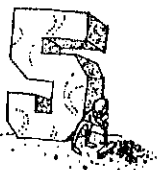
Use a clear, enthusiastic voice tone.



Introduce two people by saying each person's first and last names. For example, say "Bill, I'd like you to meet Jeff Thompson. Jeff, this is Bill Smith."



Allow time for each person to shake hands, greet each other, etc.



You also may provide more information about each person to the other (their jobs, schools, where they are from, etc.).

Listening to others



Look at the person who is talking.



Sit or stand quietly; avoid fidgeting, yawning, or giggling.



Wait until the person is through before you speak.



Show that you understand ("OK," "Thanks," or "I see").

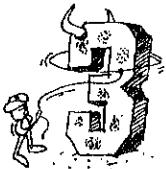
Making an apology



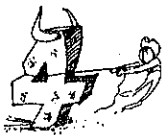
Look at the person.



Use a serious, sincere voice tone, but don't pout.



Begin by saying "I wanted to apologize for..." or "I'm sorry for..."



Do not make excuses or give rationalizations.



Sincerely say you will try not to repeat the same behavior in the future.



Offer to compensate or pay restitution.



Thank the other person for listening.

Making a request (Asking a favor)



Look at the person.



Use a clear, pleasant voice tone.



Make your request in the form of a question by saying "Would you..." and "Please...."

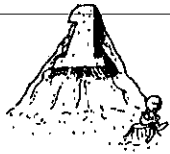


If your request is granted, remember to say "Thank you."



If your request is denied, remember to accept "No" for an answer.

Making a telephone call



Accurately identify the number you need to call.



Dial the number carefully.



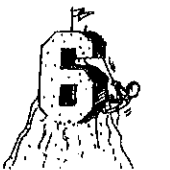
Ask to speak to the person you are calling by saying "May I please speak to...."



Use appropriate language over the phone; no obscenities or sexually oriented words.



If the person you are calling is not there, ask the person answering if he or she will take a message.



Thank the person for his or her time.

Offering assistance or help



Ask the other person if he or she needs help.



Listen to what the person needs.



Offer to help in ways which you can.



Do what you agree to do for that person.

Participating in activities



Appropriately request to be a part of an activity.



Cooperate with others in the group, such as allowing others to take their turns.



Use a pleasant voice when talking to others.

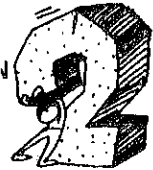


Remember to accept losing or winning appropriately.

Personal hygiene



Bathe or shower daily.



Brush your teeth in the morning and at bedtime.



Brush or comb your hair.



Put on clean clothes daily.



Wash your hands before meals and after using the bathroom.



Put dirty clothes in the hamper.

Positive self-statements



Make positive statements about actual accomplishments.



Don't lie or exaggerate.



Begin by saying in a pleasant tone of voice "I'm proud of..." or "I think I did well at...."



Don't brag or put down other people's efforts.

Positive statements about others



Try to notice or find out positive things or events about others.



Use a clear, enthusiastic tone of voice.

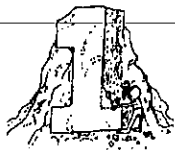


Praise a specific trait or ability of the other person, or congratulate him or her on a recent accomplishment.



Don't say anything that would invalidate your compliment, such as "It's about time...."

Refraining from possessing contraband or drugs



Refuse to accept drugs or contraband from strangers or peers.



Examine your own possessions and decide whether they are appropriate to have (legally, morally, rightfully yours).



Turn in drugs or contraband to the appropriate adult or authority figure.



Self-report your involvement. Peer report, if necessary.



Honestly answer any questions that are asked.

Reporting emergencies



Identify exactly what the emergency is.



Immediately find a responsible adult or police officer, or call 911.



State specifically who and where you are.



Specifically describe the emergency situation.

Reporting other youths' behavior (or Peer reporting)



Find the appropriate adult or authority figure.



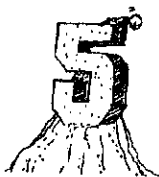
Look at the person.



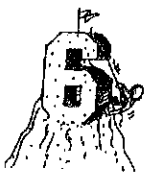
Use a clear, concerned voice tone.



State specifically the inappropriate behavior you are reporting.



Give a reason for the report that denotes concern for your peer.

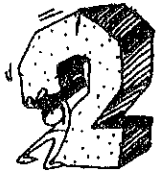


Truthfully answer any questions that are asked of you.

Resisting peer pressure



Look at the person.



Use a calm, assertive voice tone.



State clearly that you do not want to engage in the inappropriate activity.



Suggest an alternative activity. Give a reason.



If the person persists, continue to say "No."



Ask the peer to leave or remove yourself from the situation.

Saying good-bye to guests



Stand up and accompany guests to the door.



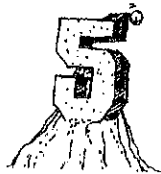
Look at the person.



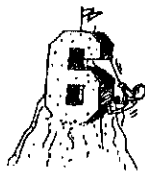
Use a pleasant voice tone.



Extend your hand and shake hands firmly.



Say "Good-bye, thank you for visiting" or "Good-bye _____, it was nice to meet you."

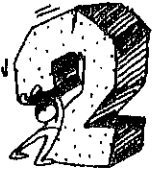


Ask the guests to return in the future.

Saying "No" assertively



Look at the person.



Use a clear, firm voice tone.



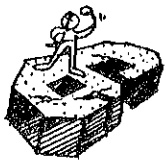
Say "No, I don't want...."



Request that the person leave you alone.



Remain calm, but serious.



Possibly remove yourself from the situation.

Seeking positive attention



Wait until the adult or authority figure has time to attend to you.



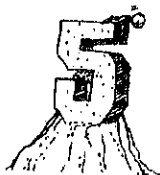
Look at the person.



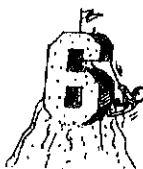
Wait for acknowledgment.



Appropriately ask for time to talk.

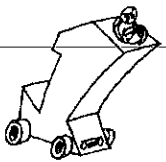


Discuss positive events or activities.



Do not seek attention by whining, pouting, or begging.

Showing appreciation



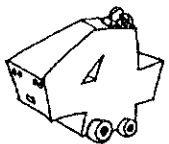
Look at the person.



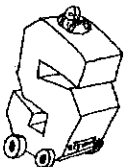
Use a pleasant, sincere voice tone.



Say "Thank you for..." and specifically describe what the person did that you appreciate.



Possibly give a reason it was so beneficial.



Offer future help or favors on your part.

Showing interest



Look at the person who is talking.



Give quiet acknowledgments, such as nodding your head or saying "Uh huh."



Acknowledge specifically by saying "That's interesting...."



Ask follow-up questions for more information.

Staying on task



Look at your task or assignment.



Think about the steps needed to complete the task.



Focus all of your attention on your task.



Only stop working on your task with permission of the nearby adult who gave you the task.



Ignore distractions and interruptions by others.

Structured problem-solving (SODAS)



Define the problem Situation.



Generate two or more Options.



Look at each option's potential Disadvantages.



Look at each option's potential Advantages.



Decide on the best Solution.

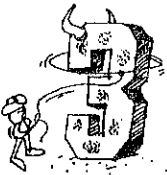
Table etiquette



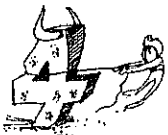
Sit quietly at the table with your hands in your lap.



Place your napkin in your lap.



Offer food and beverages to guests first.



When requesting food, remember to say "Please" and "Thank you."



Engage in appropriate mealtime conversation topics.



Avoid belching, taking large bites of food, or grabbing your food with your fingers.



When finished eating, ask permission to be excused and offer to clear your guests' plates.

Volunteering



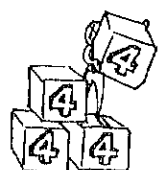
Look at the person.



Use a clear, enthusiastic voice tone.

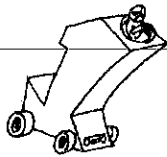


Ask to volunteer for a specific activity or task.



Thank the person and check back when the task is completed.

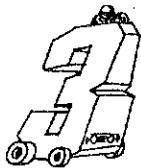
Waiting your turn



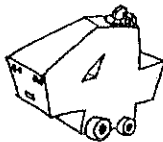
Sit or stand quietly.



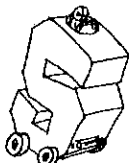
Keep your arms and legs still. No fidgeting.



Avoid sighing, whining, or begging.

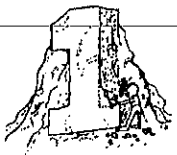


Engage in the activity when directed to do so by an adult.

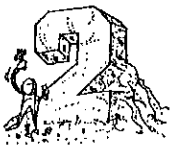


Thank the person who gives you a turn.

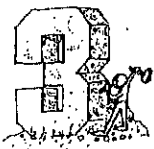
Willingness to try new tasks



Identify a new task or activity you've never done before.



Request permission from the appropriate person.



Think of all the steps needed for the new task.

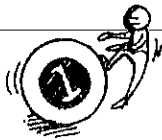


Breathe deeply and try your best.



Ask for help, advice, or feedback if the task is difficult.

Accepting help or assistance



Look at the person offering help.



Sincerely thank him or her for helping.



If help is not needed, politely decline the person's assistance.



If help is needed, implement advice and again thank the person.

Accepting defeat or loss



Look at the person or members of the team who won.



Remain calm and positive.



Say "Good game" or "Congratulations."



Reward yourself for trying your hardest.

Accepting winning appropriately



Look at the person or members of the team who lost.



Remain pleasant but not overly happy or celebratory.



Congratulate the other person or team for a good game and for trying.



Do not brag or boast about winning.

Analyzing social situations



Look at the people you are getting ready to encounter.



Look at the situation that is occurring.



Think about appropriate behaviors you have learned in the past.



Choose the behaviors that seem the most appropriate for the situation and people you are dealing with.

Analyzing skills needed for different situations



Look at the immediate situation facing you.



Define the situation by what is occurring (i.e. people giving you criticism, instructions, introducing themselves, etc.).

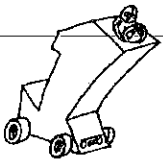


Match the curriculum skill to the situation (i.e. following instructions, accepting criticism, greeting skills, etc.).

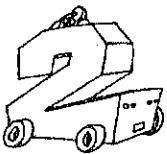


Perform the steps to the appropriate skill.

Analyzing tasks to be completed



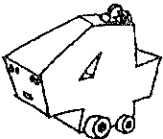
Clarify what task or assignment has been given to you.



Begin listing every step that would need to be done in order for the task to be completed.

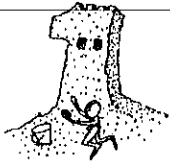


Identify which step would need to occur first, second, third, etc.



Begin completing the steps in order.

Appropriate clothing choice



Think about what situations and activities you will engage in that day.



Choose clothing that suits the season.



Match colors and styles.



Do not wear clothing that is too revealing or associated with gang activities.



Care for your clothing throughout the day. Do not cut, tear, or write on clothing.

Being prepared for class



Assemble all books, papers, homework, and writing implements.



Be on time for class.

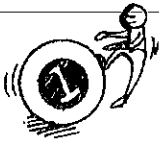


Present homework and assignments when requested by the teacher.



Write down assignments and homework to complete.

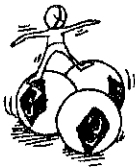
Borrowing from others



Make an appropriate request to borrow from another person.



Accept "No" if the person declines.



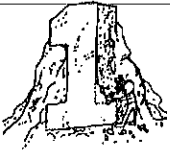
If the person agrees, find out when the possession being borrowed needs to be returned.



Promptly return others' property and care for belongings when you have them.

Care of others' property

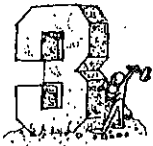
Use others' property only with their permission.



Make an appropriate request.



Use others' property only as it is intended to be used or according to instructions.



Take care of others' property as if it was your own.



If something gets broken, apologize and offer to replace it.



Care of own belongings



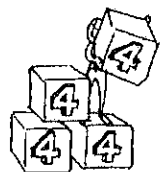
Use your own property as it was intended to be used or according to instructions.



Avoid needlessly tearing, writing on, or breaking your possessions.

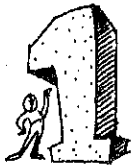


When you're done, return possessions to the appropriate place.



If something gets broken, report it to an adult.

Choosing appropriate friends



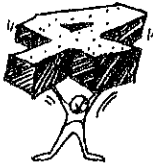
Think of the qualities and interests you would look for in a friend.



Look at potential friends' strengths and weaknesses.



Match the characteristics of potential friends with activities and interests you would share.



Avoid peers who are involved with drugs, gangs, or breaking the law.

Complying with school dress code



Know the clothing limits of your school.



Choose clothing that matches those limits.



Do not tear or write on your clothing at school.



Do not add or subtract clothing without telling the adults who are responsible for you.

Compromising with others



Identify disagreements before they get out of hand.



Suggest alternative activities that approximate both of what you and your peer desire.



Listen to what your peer suggests.



Remain calm and continue to compromise.

Communicating honestly



Look at the person.



Use a clear voice. Avoid stammering or hesitating.



Respond to questions factually and completely.



Do not omit details or important facts.

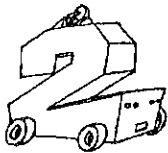


Truthfully admit to responsibility for any inappropriate behaviors you displayed.

Concentrating on a subject or task



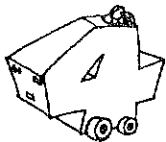
Promptly begin work on a task.



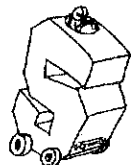
Focus your attention directly on the subject.



If your attention wanders, instruct yourself to concentrate on the task.

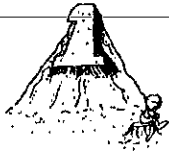


Ignore distractions or interruptions by others.



Remain on task until the work is completed.

Contributing to group activities



Appropriately request to join in an activity.



Ask what role you can play.



Do your job thoroughly and completely.

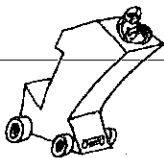


Cooperate with others by listening and accepting feedback.



Praise others' performance and share credit for the outcome.

Controlling eating habits



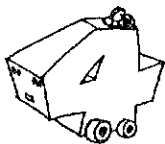
Eat mainly at mealtimes and limit between-meal snacks.



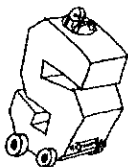
Eat slowly, putting your knife and fork down between bites.



Limit yourself to reasonable portions and few second helpings.

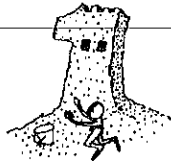


Do not eat impulsively or when you are anxious or frustrated.



Ask for help if eating habits get out of control.

Controlling emotions



Learn what situations cause you to lose control or make you angry.



Monitor the feelings you have in stressful situations.



Instruct yourself to breathe deeply and relax when stressful feelings begin to arise.



Reword angry feelings so that they can be expressed in a nonoffensive manner to others.



Praise yourself for controlling emotional outbursts.

Controlling sexually abusive impulses toward others



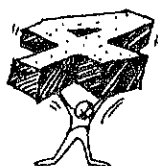
Identify sexual feelings or fantasies about others as they occur.



Instruct yourself to consider the consequences of acting on these impulses to you and the other person.



Prompt yourself to not act on sexually abusive feelings. Remember what sexual abuse does to young children.

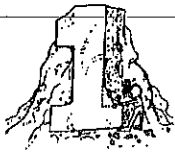


Redirect your thoughts to other things or more appropriate behaviors.



Ask for help with sexually abusive impulses.

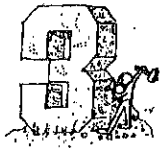
Controlling the impulse to lie



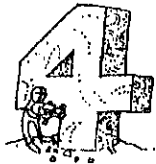
Identify untrue statements before you say them.



Stop talking and pause.



Answer all questions factually and make only truthful statements.



Consider the long-term consequences of lying to others.



Apologize for any untrue statements that were previously made.

Controlling the impulse to steal



Identify and avoid situations in which you are likely to steal.



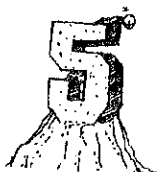
Before you steal, stop your behaviors immediately.



Instruct yourself to leave the area without stealing.



Consider the long-term consequences of stealing.



Self-report any previous stealing.

Cooperating with others



Discuss mutual goals or tasks with others.



Know what you must do to help accomplish those goals.



Give and accept constructive criticism appropriately with peers.



Follow rules if playing a game and share resources with others.



Praise peers' efforts and cooperation.

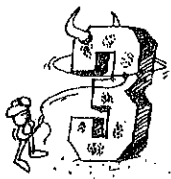
Coping with anger and aggression from others



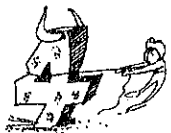
Look at the person.



Remain calm and breathe deeply.



Use a neutral voice and facial expression; no laughing or smirking.



Avoid critical or sarcastic comments.



Listen to and acknowledge what the other person is saying.



If the other person becomes aggressive or abusive, remove yourself from the situation.



Report the incident to an adult.

Coping with change



Identify exactly what is changing.



Ask questions for clarification.



Remain calm and relaxed.

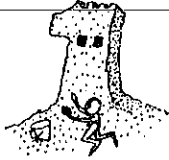


Appropriately discuss feelings concerning the change with a caring adult.



Avoid becoming unmotivated or depressed.

Coping with conflict



Remain calm and relaxed.



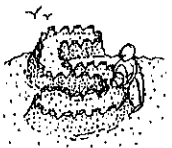
Listen to what the conflicting parties are saying.



Think of helpful options.



If appropriate, offer options to those people who are having a conflict.



If the situation becomes aggressive or dangerous, remove yourself.

Coping with sad feelings (or depression)



Identify what situations tend to make you sad.



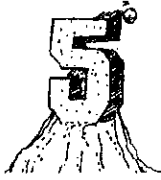
Acknowledge sad feelings when they arise.



Report your feelings to a caring adult or peer.



Find alternative activities that you enjoy and engage in them. Get outside for fresh air and sunshine.



Avoid isolating yourself or withdrawing from friends and relatives.



Discuss sad feelings openly and frankly.

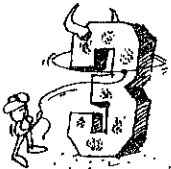
Dealing with an accusation



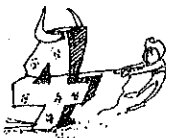
Look at the person with a neutral facial expression.



Remain calm and monitor your feelings and behavior.



Listen completely to what the other person is saying.



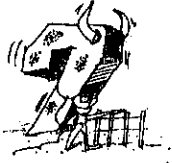
Acknowledge what the person is saying or that a problem exists.



**Ask if this is the appropriate time to respond.
Say "May I respond to what you are saying?"**



**If the person says "Yes," then respond truthfully
and factually by either self-reporting, peer
reporting, or honestly denying the
accusation.**



**If the person says "No," delay your appropriate
disagreement to a later time and continue to
listen and acknowledge.**

Dealing with being left out



Accurately identify that you have been left out or excluded.



Remain calm and monitor your own feelings and behavior.



Either find another positive activity to engage in or locate an adult to talk with.



Possibly discuss your feelings with those who initially left you out. Remember to give and accept criticism appropriately.

Dealing with boredom



Identify the feeling of being bored.



Look for alternative, appropriate activities.



Request permission to engage in other activities.



Avoid delinquent or gang-related behavior.

Dealing with contradictory messages



Identify which messages or people appear to contradict themselves.



Ask each person for clarification.



Specifically explain what messages appear contradictory.



Remember to continue following instructions and delay disagreements.

Dealing with embarrassing situations



Think ahead to avoid as many embarrassments as possible.



When embarrassed, remain calm and monitor your feelings and behavior.



Continue to breathe deeply and relax.

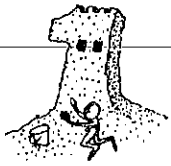


If possible, laugh at yourself and forget about the embarrassing situation.



Otherwise, remove yourself from the situation in order to collect your thoughts and to relax.

Dealing with failure



Accurately identify that you did not succeed in a particular activity.



Remain calm and relaxed.



Instruct yourself to control emotional behavior.

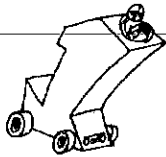


Find a caring adult and discuss any negative feelings or your disappointment.

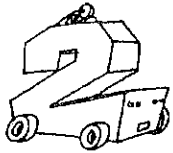


Be willing to try again to be successful.

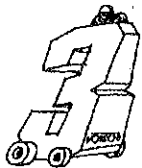
Dealing with fear



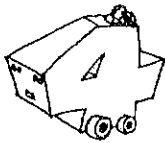
Identify what is making you afraid.



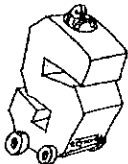
Decide whether you are in danger or just feeling afraid or intimidated.



Remain calm and relaxed. Continue to breathe deeply.

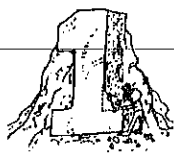


Discuss with a caring adult what is causing your fear.

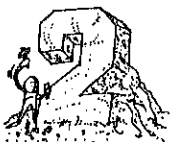


Instruct yourself to eventually conquer your fears.

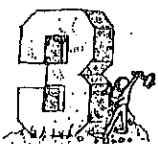
Dealing with frustration



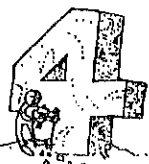
Identify frustrated feelings as they arise.



Learn the source of frustrated feelings.



Breathe deeply and relax when frustrations arise.



Discuss frustrations with a caring adult or peer.



Find alternative activities that promote feelings of success.

Dealing with group pressure



Look at the group.



Remain calm, but serious.



Assertively say "No" to inappropriate group activities.

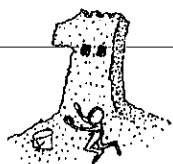


Perhaps suggest an alternative activity.



Remove yourself if pressure continues.

Dealing with rejection



Examine behaviors that may have led to being rejected.



Remain calm and relaxed.



Use a neutral tone of voice with the other person.



Possibly disagree appropriately or give appropriate criticism.



If rejection continues, remove yourself and engage in alternative activities.

Decision-making



Accurately identify what decision you must make.



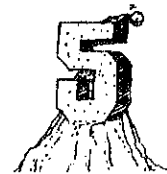
Examine what your choices currently appear to be.



Generate other choices, if possible.



Look at the potential consequences (positive and negative) of each choice.



Pick the first- and second- best choices based on the potential outcomes.

Delaying gratification



Identify what you want or desire to do.



Instruct yourself to stop behaviors that are inappropriate to the situation.



Remain calm and relaxed.



Find alternative activities to substitute.

Displaying effort



Remain on task and work diligently.



Do your best to accomplish tasks to criteria.



Inform others of your efforts, if appropriate.

Expressing appropriate affection



Identify the other person.



Decide on the appropriate boundary or level of closeness between you and the other person.



Choose the appropriate behaviors to match that level of closeness and the situation.



Assess the other person's comfort with the situation and your affectionate behaviors.



Refrain from overly physical displays of affection in public or with people you have only recently met.

Expressing feelings appropriately



Remain calm and relaxed.



Look at the person you are talking to.



Describe the feelings you are currently having.



Avoid statements of blame and profanity.



Take responsibility for feelings you are having.



Thank the person for listening.

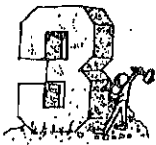
Expressing optimism



Look at the person.



Use an enthusiastic voice tone.



Describe potential positive outcomes.



Express hope and desire for positive outcomes.



Thank the person for listening.

Expressing pride in accomplishments



Look at whom you are talking to.



Use an enthusiastic voice tone.



Describe accomplishments and pride in them.



Be careful not to brag, boast, or put down others.

Following safety rules



Learn the rules that apply to different situations.



Adjust behaviors according to directives in rules.



Do not "bend" or test safety rules.



Report others who break safety rules, for their own good.

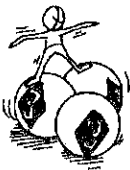
Following through on agreements and contracts



Avoid making commitments you cannot keep.



Know exactly what is involved in any agreements you make.

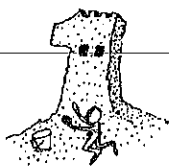


Do exactly what you committed to do promptly and completely.



If you cannot follow through, apologize and offer to compensate.

Giving instructions



Look at the person you are instructing.



Begin with "Please...."



State specifically what you would like him or her to do.



Offer rationales, if needed.



Thank the person for listening and for following your instructions.

Giving rationales



Look at the person.



Explain your point of view with rationales that the other person can understand.



Make your rationales point out the potential benefit to the other person.



Ask if the person understands your reasoning.

Interacting appropriately with members of the opposite sex



Decide what is the appropriate level or boundary that fits the relationship observing proper moral standards.



A boundary is an imaginary line that determines the amount of openness and sharing in a relationship.



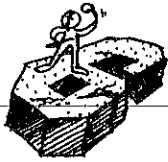
In general, boundaries are intellectual, emotional, physical, and spiritual.



Avoid overly physical displays of affection.



Avoid jokes or language that is sexually oriented and may make the other person uncomfortable.



Do not engage in inappropriate sexual behavior, which includes sexual intercourse, homosexual activity, incest, sexual activity with someone much older or younger, rape, violent intimidating boy-girl relationships, sexually taking advantage of another person, and overt public displays of affection, such as fondling and petting.

Keeping property in its place



Know where property is usually kept or belongs.



Ask the appropriate person for permission to remove property.

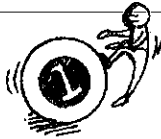


Take care of property you are responsible for.



Return the property to its place in its original condition.

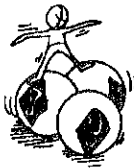
Lending to others



If possible, respond to requests of others by saying "Yes."



Only lend your property or those things for which you are responsible.

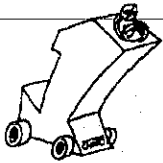


Specify when you would like your property returned.



Thank the other person for returning your property.

Making new friends



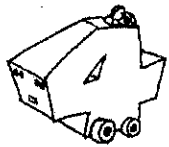
Look at the potential new friend.



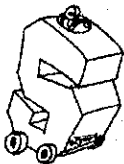
Use a pleasant voice and introduce yourself.



Share some of your interests and hobbies.



Listen to the other person's name and areas of interest.



Plan appropriate activities with permission.

Making restitution (Compensating)



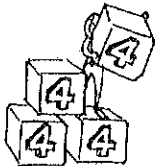
Begin by making an appropriate apology.



Offer to compensate for any offenses you may have committed.

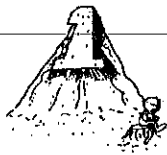


Follow through on restitution promises.



Thank the person for allowing you to make compensation.

Negotiating with others



Calmly explain your viewpoint to the other person.



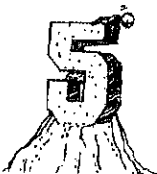
Listen to the other person's ideas.



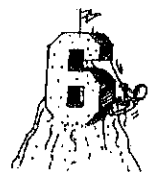
Offer an alternative or compromise that is mutually beneficial.



Give rationales for opinions.



Together choose the best alternative.



Thank the person for listening.

Meal-planning



Know what food is available or make a grocery list.



Plan meals based on the four food groups.

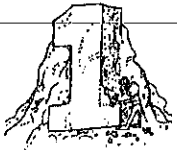


Solicit opinions or feedback from roommates.

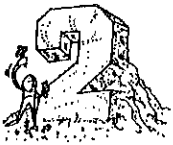


Monitor contents of foods you buy. Avoid foods that are high in fats and carbohydrates.

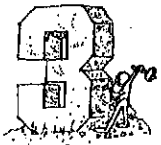
Organizing tasks and activities



List all tasks you are required to do.



Prioritize tasks based on importance and your abilities and time.



Complete tasks in the order that they have been prioritized.



Manage your time well and avoid putting off tasks until the last minute.

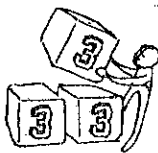
Persevering on tasks and projects



Know exactly what must be done in order to complete a task or project.



Get started promptly without procrastinating.



Remain on task until finished.



Deal appropriately with frustrations or disappointments.

Preparing for a stressful conversation



Remember and practice relaxation strategies.



Instruct yourself to continue breathing deeply.



Remember to keep looking at the person and express your feelings appropriately.



Review skills such as accepting criticism, appropriate disagreement, and problem-solving.

Preventing trouble with others



Identify situations that commonly result in conflicts.



Review the skills necessary to handle those specific situations.



Approach situations with a positive voice, smiles, and a willingness to compromise.



Ask for advice from a caring adult.

Problem-solving a disagreement



Look at the person.



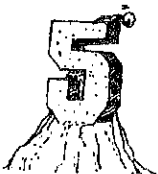
Remain calm. Use a pleasant voice.



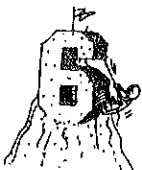
Identify options for solving the disagreement.



Evaluate the potential consequences.



Choose the best solution for the situation.



Be open to views of the other person.

Relaxation strategies



Breathe deeply and completely.



Tighten and relax any tense body areas.



Instruct yourself to remain calm.



Visualize a relaxing scene (i.e. mountains, walking along a beach, etc.).



At the first sign of increasing stress, say to yourself "3, 2, 1, relax" and continue breathing deeply.

Responding to complaints



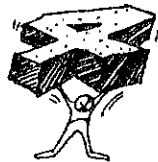
Look at the person.



Remain calm.



Listen closely to the person's complaint.



Express empathy and acknowledge the problem.

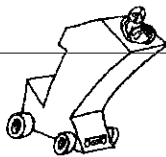


If appropriate, apologize and attempt to correct the problem.



Delay disagreements until later.

Responding to others' feelings



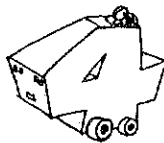
Listen closely to the other person.



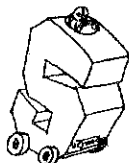
Acknowledge what he or she is saying and feeling.



Express concern and empathy.



Offer to help or provide advice, if wanted.



Encourage the person to seek more help, if necessary.

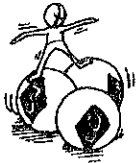
Responding to others' humor



If the humor is appropriate, laugh accordingly.



If the humor is inappropriate, ignore it or prompt the person not to make such jokes.



If inappropriate humor continues, report the other person's behavior to an adult.

Responding to teasing



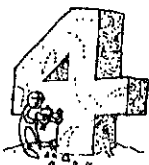
Remain calm, but serious.



Assertively ask the person to stop teasing.



If the teasing doesn't stop, ignore the other person or remove yourself.



If the teasing stops, thank the other person for stopping and explain how teasing makes you feel.



Report continued teasing or hazing to an adult.

Responding to written requests



Read the request completely.



Ask for clarification, if needed.



Perform the requests promptly and thoroughly.



Check back when the task is completed.

Self-advocacy



Identify a situation in which you should advocate for yourself.



Remember to remain calm and use a pleasant or neutral voice tone.



Describe your point of view or the outcome you desire.



Give rationales for advocating for yourself.



Thank the person for listening.

Self-correcting own behaviors



Monitor your behaviors during difficult or stressful circumstances.



Notice the effects your behaviors have on other people. Notice their response to what you say.



Instruct yourself to correct behaviors that appear to make others uncomfortable.



Use new behaviors and note their effects.



Continue to make adjustments, as necessary.



Reward yourself for correcting your own behaviors.

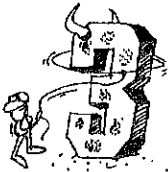
Self-reporting own behaviors



Find the appropriate person to report to.



Look at the person.



Remain calm and use a neutral voice tone.



Truthfully and completely describe your behaviors you are reporting.



Honestly answer questions that you are asked.

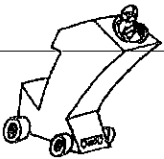


Peer report, if necessary.

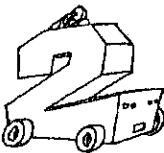


Avoid making excuses or rationalizing behaviors.

Self-talk or instruction



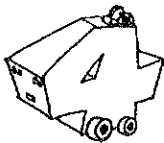
Stop ongoing behaviors that are causing problems.



Look at what is happening around you.



Think of the best alternative behavior to engage in.



Instruct yourself to engage in the appropriate alternative behavior.



Reward yourself for self-talk.

Setting appropriate boundaries



Imagine a series of circles radiating out from you. Each represents a boundary.



People you encounter should be pictured in one of the circles, depending on the level of closeness with which you and the other person are comfortable.



Disclose personal information only to those in the closest boundaries.



Touch others only in ways that are appropriate to your boundaries. Also, respect the boundaries of others.

Sharing personal experiences



Decide if you should share personal experiences with the other person.



Notice if that person appears comfortable with what you are telling him or her.



Share experiences that are appropriate for another person to know.



Prompt the other person if what you told him or her is confidential.

Sharing attention with others



Sit or stand quietly while sharing attention.



Avoid distracting behaviors such as whining, laughing loudly, or complaining.



Wait until the others pause.



Contribute to the discussion or activity appropriately.

Spontaneous problem-solving

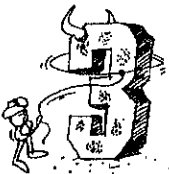
Stop ongoing problem behaviors and relax.



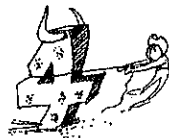
Define the immediate problem situation facing you.



Think of alternative actions and strategies.



Think of the possible consequences for each option.

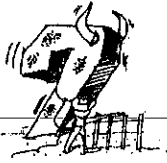


Choose the best strategy for avoiding trouble and helping the situation.



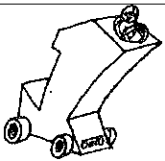


Use the best strategy and examine the outcome.



Reward yourself for problem-solving.

Sportsmanship



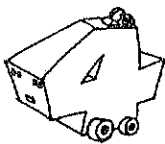
Play fair and according to the rules.



Avoid fighting or criticizing others.



Remember to accept winning appropriately without bragging.

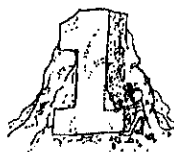


Remember to accept losing appropriately without pouting or complaining.



Thank the other players for participating.

Study skills



Assemble necessary books and materials.



Focus your attention on the required academic work.



Make notes of important facts.



Repeat important points to yourself several times.



Remain on task, free from distractions (no radio or TV going).

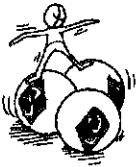
Suggesting an activity



Get the other person's attention.



Suggest a specific activity or project to engage in.

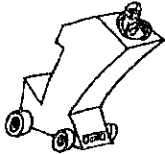


Give rationales for your ideas.



Listen to the other person's opinions.

Time management



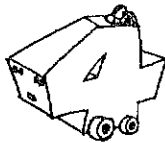
List all tasks for a particular day or week.



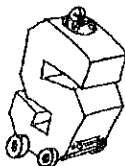
Estimate the time needed to complete each task.



Plan for delays, setbacks, and problems.



Implement a daily schedule that includes planned tasks.



Evaluate your time management plan for effectiveness.

Use of appropriate humor



Use humor only under appropriate circumstances.



Avoid humor that makes fun of groups in society, handicapped people, or individuals in your peer group.

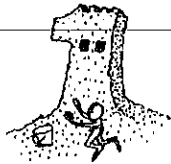


Avoid sexually oriented jokes and profanity.



If humor offends others, promptly and sincerely apologize.

Use of appropriate language



Choose words that accurately reflect your thoughts and feelings.



Avoid making blaming statements.



Know the meaning of words and phrases you choose.

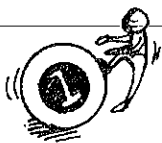


Avoid profanity, slang, or terms that others may find offensive.



Frequently ask if you are being clear and understood.

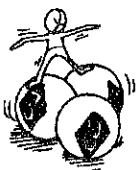
Working independently



Start on tasks promptly without procrastinating.



Remain on task without being reminded.



Continue working unprompted until the task is completed.



Check back with the person who assigned the task.

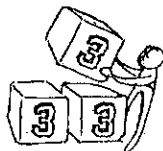
Accepting self



Accurately identify your own strengths and weaknesses.



Express appropriate pride in your accomplishments.



Compensate for weaknesses by accentuating your strengths.



Use self-accepting phrases when talking about your tastes, style, etc.

Altering one's environment



Identify situations in which you encounter difficulty.

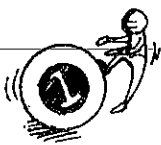


Look for pieces of those situations that could be changed (decorations, colors, clothing, etc.).



Make changes to improve self-esteem, behavior, and performance.

Appropriate risk-taking



Identify new activities that represent reasonable risks.



Evaluate whether these risks could be dangerous or have negative consequences.

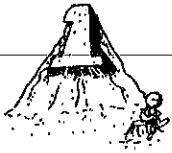


If appropriate, try the new activity and do your best.



Ask an adult's advice if you are unsure.

Asking for advice



Locate a person who is qualified to give you advice.



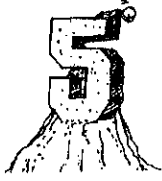
Ask if the person has time to talk.



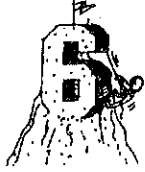
Specifically describe the situation in which you need help.



Listen closely to the advice.



Thank the person for his or her time.



If the advice appears useful, implement the suggestions.

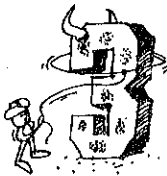
Assertiveness



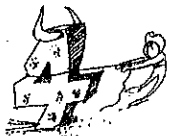
Look at the person.



Use a neutral, calm voice.



Remain relaxed and breathe deeply.



**Clearly state your opinion or disagreement.
Avoid emotional terms.**



Listen to the other person.



Acknowledge other viewpoints and opinions.



Thank the person for listening.

Assessing own abilities



Make a list of your strengths and weaknesses.

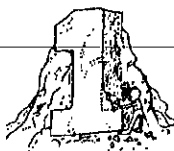


List situations in which you have been successful or have had problems.



Plan future activities in consideration of your abilities.

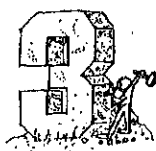
Being an appropriate role model



Identify the situation as requiring appropriate modeling for younger peers or siblings.



Engage in positive interactions with adults or peers. Only initiate appropriate conversation topics.



Refrain from inappropriate language, sexual behavior, delinquency, bullying, etc.



Correct peer behavior in a positive, constructive manner.



Remember that inappropriate role-modeling is unfair to younger children.

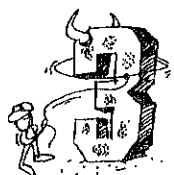
Budgeting and money management



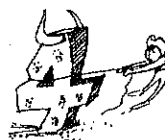
Assess your consistent weekly or monthly income.



List all of the bills or expenditures you have to make during the same time period.



Estimate the costs of appropriate leisure time activities and entertainment.



Set aside 10% of your income to be saved for unexpected needs or put into the bank.



Stay within the budget planning you have done.



Refrain from impulsively spending money or writing checks.

Clarifying values and beliefs



Decide what behaviors you consider appropriate and inappropriate.



Learn how your behavior affects other people.



Decide what characteristics about yourself you value and don't want to change.



Decide if you have characteristics that you do not value and would like to change.



Picture the type of person you want to be and how this would affect others.

Conflict resolution



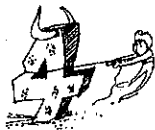
Approach the situation calmly and rationally.



Listen to the other people involved.



Express your feelings appropriately and assertively.



Acknowledge other points of view.



Express a willingness to negotiate and compromise.



Help arrive at a mutually beneficial resolution.

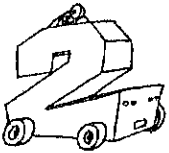


Thank the other person for cooperating.

Consumerism



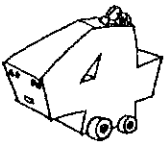
Know the contents of food and beverages you buy.



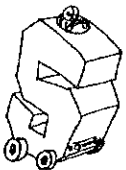
Look for ways to save money with sales, store brands, etc.



If a store sells you a defective product, return it and appropriately request a refund.



Keep track of receipts, warranties, etc.



Learn what rights consumers have.

Differentiating friends from acquaintances



With each person you know, think about how long you have known him or her.



Identify the activities you may engage in with either friends or acquaintances.

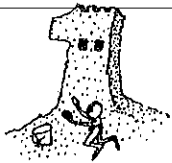


Share personal information only with people you know as friends.



Avoid compromising situations (i.e. accepting rides, dating, drinking) with people you have only known a short time.

Displaying appropriate control



Monitor your feelings, and your verbal and non-verbal behavior.



Use relaxation strategies to manage stress.



Speak calmly, clearly, and specifically.



Accurately represent your feelings with well-chosen words.



Use language that will not be offensive to others.

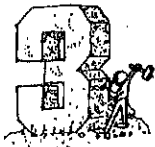
Expressing empathy and understanding for others



Listen closely to the other person's feelings.



Express empathy by saying, "I understand...."



Demonstrate concern through words and actions.

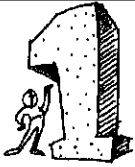


Reflect back the other person's words by saying, "It seems like you're saying...."



Offer any help or assistance you can.

Expressing grief



Find an appropriate person to talk to.



Discuss your feelings of grief.



Feel free to cry or release hurt feelings as needed.



Ask for advice, if needed.

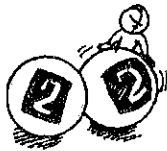


Possibly seek professional assistance.

Formulating strategies



Decide on the goal or product.



Analyze the critical steps in accomplishing the goal.

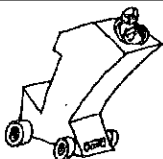


List any alternative strategies.

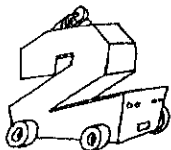


Implement the best plan and follow through to completion.

Gathering information



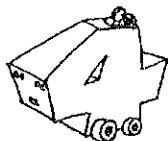
Know your topic or what you need information about.



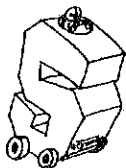
Go to the school or local library.



Ask for help from reference staff.



Assemble materials.

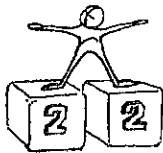


Extract the information critical to the topic.

Goal-setting



Decide on overall values and lifestyle desires.



List the resources needed to fulfill these lifestyle options.



Examine the intermediate steps in accomplishing your overall outcome.



Establish short- and long-term goals that will accomplish all steps toward the desired outcome.

Identifying own feelings

Examine how you are currently feeling.



List how your feelings change with different situations and experiences.



Monitor your body's feelings when you actually encounter these situations.



Correctly identify and label various feelings as they arise.



Communicate your feelings so they can be understood by others.



Interviewing for a job

Dress neatly and appropriately for the job.



Introduce yourself enthusiastically to the interviewer.



Answer all questions honestly and calmly.



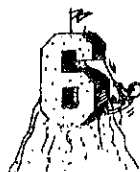
Emphasize your strengths, as well as what you would still need to learn.



Ask any questions you have about the job at the conclusion of the interview.

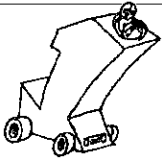


Thank the person for his or her time.

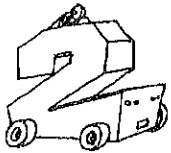


Job-finding strategies

Decide on the types of jobs you are qualified for.



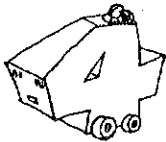
Look in the newspaper for current employment ads.



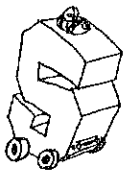
Check the phone book for businesses where you can apply for a job. Start at their personnel offices.



Check with adults you know about businesses they may be familiar with.



Examine ads posted at local employment offices.



Laughing at oneself



Identify a situation that previously may have caused you embarrassment or discomfort.



Look for the humor in these situations.



Be willing to laugh at mistakes or imperfections.

Maintaining relationships



Frequently ask for feedback and be willing to accept it.



Express concern and appropriate affection.

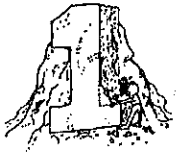


Negotiate and compromise on activities.



Share attention with others and avoid possessive or exclusionary behaviors.

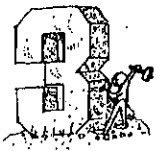
Making an appropriate complaint



Look at the person.



Phrase your complaint as an objective problem, not a personal attack.



Remain calm and pleasant.



Be assertive, but avoid repeating your complaint over and over.



Thank the person for his or her cooperation.

Moral and spiritual decision-making



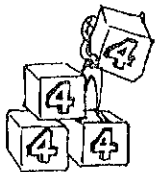
Decide on values regarding life, sexuality, and intimacy.



Remember that your values should be expressed in your behavior.



Do not use people for your own personal or sexual gratification.



Behave in ways that demonstrate your respect for fellow human beings and concern for their needs.

Patience



Sit or stand quietly.



Wait until your turn or you are called on.

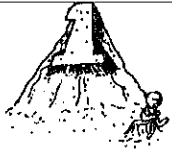


Avoid making loud complaints or becoming angry.



Disagree appropriately later on.

Planning ahead



Know your eventual goal or outcome.



Identify in what sequence tasks or objectives need to occur.

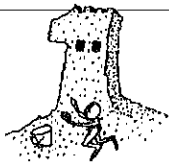


Make plans for task completion that account for demands on your time.



Keep future plans flexible and able to be adapted to changing circumstances.

Recognizing moods of others



Notice the situation that is occurring.



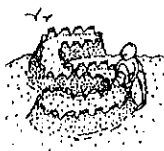
Note the other person's facial expression, voice tone, and gestures.



Think about what feelings you are experiencing when you demonstrate similar behaviors.

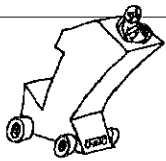


Assess the other person's current mood or feelings.

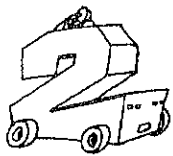


If possible, check out your assessment with him or her.

Resigning from a job or project



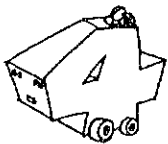
Find out the required amount of notice to be given.



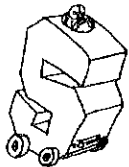
Inform your supervisor calmly and pleasantly of your intention to resign.



Give a positive reason.



Always give at least the minimum amount of notice required.



Avoid walking off of a job or leaving under negative circumstances.

Rewarding yourself



Decide if what you have just done is praiseworthy.



If so, tell yourself you have done a good job and feel good about it.



Possibly give yourself an extra privilege or treat for a particular success.



Prompt yourself about your increasing competency and ability.

Seeking professional assistance



Decide if you are having a serious problem or crisis.



Identify the type of health care professional that can help you.



Locate one through referral by a professional you currently know or the phone book.



Specifically describe your problem to the person you go to for help.

Self-monitoring and reflection



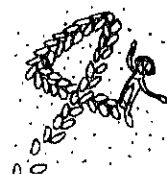
Think about behaviors you are engaging in and the feelings you are having.



Correctly identify and label your behavior and feelings.



Think about whether these are appropriate to the current situation.



Identify alternative behaviors or skills that would be more productive.

Stress management



Identify stress-producing circumstances.



Learn your body's responses to stressful situations.



Use relaxation cues to overcome stress responses.



Generalize these relaxation cues to the situations that tend to cause stress.



Reward yourself for utilizing stress-management techniques.

Thought-stopping



Identify negative or repetitive thoughts you wish to avoid.



When these occur, consistently say to yourself, "Stop!"

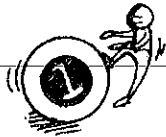


Immediately visualize a more positive scene or relaxing thought.



Reward yourself for utilizing thought-stopping strategies.

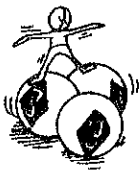
Tolerating differences



Examine the similarities between you and the other person.



Take note of the differences.

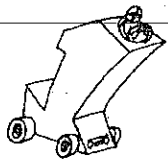


Emphasize the shared interests, tastes, and activities between you and the other person.

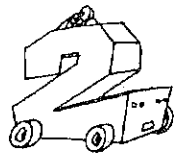


Express appreciation and respect for the other person as an individual.

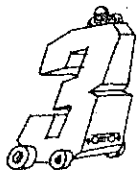
Utilizing community resources



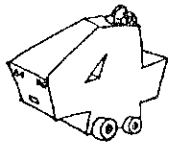
Establish exactly what your needs are.



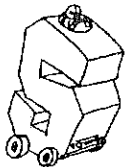
Use information numbers and directories to government agencies and services.



Use directories for nonprofit agencies that may be able to assist you.



Look in the newspaper listings under "community services" for additional resources.



Utilize staff at public libraries.