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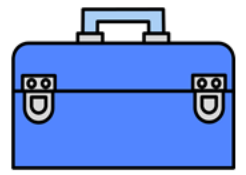
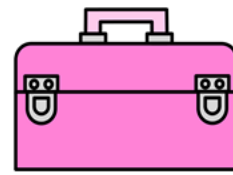
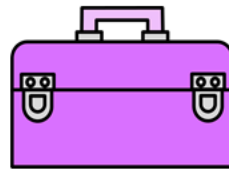
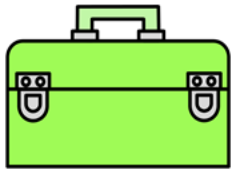
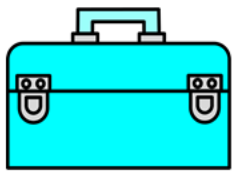


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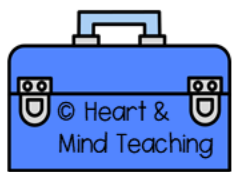
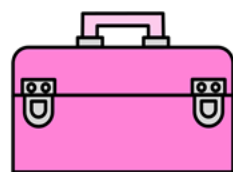
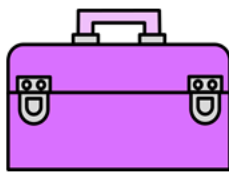
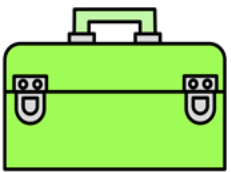
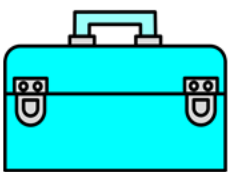
If you have any questions or concerns please email me at:  
[heartandmindteaching@gmail.com](mailto:heartandmindteaching@gmail.com)

♥  
*Ashley*

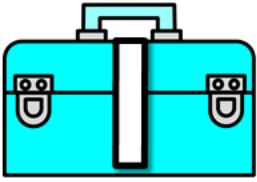


# BEHAVIOR TOOLBOX

## Complaining



# BEHAVIOR TOOLBOX



## Complaining

### What it looks like

- \*Student frequently whines, cries and complains about what he/she has to do.
- \*Student appears to be lazy and feels hounded. They have a low self-concept, not viewed highly by peers.
- \*He/she is full of excuses, and is not accountable for actions. Rarely has assignments or materials for class.
- \*Student lacks motivation to do anything that is not a desired activity. He/she rationalizes this by complaining.
- \*Easily points out others faults to distract from their own and in an attempt to divert attention from them not doing what they are supposed to.
- \*Student craves attention by making statements like "You never pick me to go first", "Why do I have to do it? No one else does", "Ohhh Man", "I never get a break".
- \*Student acts like they do so much and are the only ones who do, when in reality they do very little.
- \* He/she often appears bored, and does just enough to get by.

## Complaining

# BEHAVIOR TOOLBOX



## Complaining

### What to do

\*Tell the student that you care, make it personal. Say "Will you let me help you?", "Could we work on that together". Express that you know the student can do it and their high potential.

\*Allow the student to say what is on their mind, they are looking for the attention and being able to express themselves. If the student is slightly correct, adjust the situation accordingly, if the student is incorrect, explain in a supportive way.

\*Check with previous teachers and get the student's academic background to ensure the work is not above the students ability level.

\*Set short term goals with the student, give the student an opportunity to feel success and reinforce that. Even if the student is well behind his/her classmates, select the most important work you want them to complete. Too much work will make him/her shut down.

\*Meet privately with the student to discuss the complaints, listen sincerely. This student needs to feel like they are being heard. Say "I would really like to get your thoughts and opinions on this, let's talk about this after class." When talking to the student later, say "I am open to feedback but if you are going to complain, you must also bring solutions or alternatives."

\*Give the student positive attention daily, compliment and encourage.

\*When the student complains after you correct a behavior, say "I can understand how you might feel, but can you see how your behavior leads to this complaint?"

## Complaining

# BEHAVIOR TOOLBOX



## Complaining

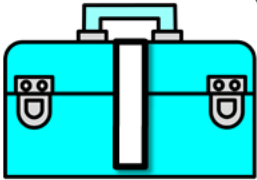
### What NOT to do

- \*Do not show your annoyance, disgust, or be sarcastic.
- \*Do not ignore/reject all complaints.
- \*Do not get defensive and argue with the student.
- \*Do not take sides with other students against the complainer.
- \*Do not use threats or negative reinforcers.
- \*Do not give unequal treatment and allow the student to not do the work because you do not want to deal with them.
- \*Do not fail to seek the counsel of parents and previous teachers.
- \*Do not appear offended or irritated, instead listen sincerely and provide explanations. Increased communication with this student will reduce the amount of complaints.
- \*Do not be quick to reject the complaint, instead offer to discuss the student's concerns in private.

## Complaining

# BEHAVIOR TOOLBOX

## Complaining Quick Guide



### what it looks like

\*Student frequently whines, cries and complains.

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### what to do

\*Tell the student that you care, make it personal. Say "Will you let me help you?", "Could we work on that together". Express that you know the student can do it and their high potential.

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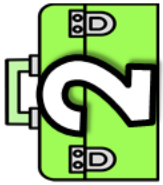
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## Complaining

### What to do (Cont.)

\*Meet privately with the student to discuss the complaints, listen sincerely. This student needs to feel like they are being heard.

Say "I would really like to get your thoughts and opinions on this, let's talk about this after class."

When talking to the student later, say "I am open to feedback but if you are going to complain, you must also bring solutions or alternatives."

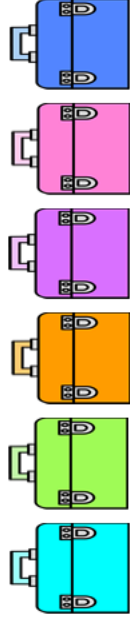
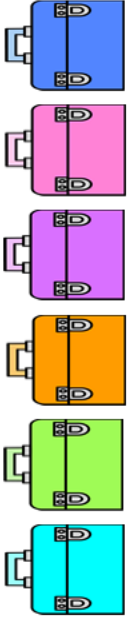
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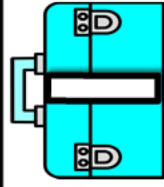
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"A change in  
behavior  
begins with a  
change in  
the heart."

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## Complaining

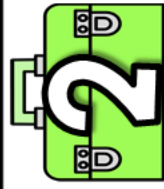




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(Continues on the flap)



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# CHECK THESE OUT

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**Collab**  
— with Laura & Ashley —



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- ♥ No contracts, cancel anytime.



# THANK YOU

FOR SUPPORTING MY LITTLE SHOP.

Hi there! I'm Ashley- a School Counselor, curriculum developer, blogger, and mama to two young boys. I have a passion for creating fun and engaging resources for Counseling and Social Emotional Learning.

## LET'S BE FRIENDS

Ashley

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