

Validate. Acknowledge.

Using validation to defuse anger and to connect.

Student Statement	Common Adult Response (Not validating)	Validating Response
<i>"I can't do anything right!"</i>		
<i>"Everybody hates me!"</i>		
<i>"He deserved it! He was making fun of me."</i>		
<i>"You don't care. Nobody cares, and I don't either!"</i>		
<i>"The teacher never does anything about it!"</i>		
<i>"My parents told me to hit him."</i>		
<i>"The teacher is out to get me. He hates me."</i>		
<i>"Why don't you just leave me alone. I'm going to jail anyway."</i>		

Defusing Statements

Listening, Agreeing, Deferring

Student Statement	Escalating Response		De-escalating Response
<i>"I said I was sorry."</i>		Listening	
<i>"It wasn't my fault. I didn't know. You're picking on me"</i>			
<i>"I hate this class— everything is boring."</i>			
<i>"You can't make me."</i>		Agreeing	
<i>"Why don't you just chill, you're the only teacher that cares."</i>			
<i>"You're not my mother!"</i>			
<i>"He started all of it. I'm not listening to you."</i>		Deferring	
<i>"I didn't do anything." "You're a_____."</i>			
<i>"I'm not moving my clip."</i>			