

TREAT EVERY CRISIS AS IF IT IS A MYSTERY THAT NEEDS TO BE SOLVED.

You are the detective if you get to the thoughts/feelings of the behavior you will be able to solve the mystery.

Questions to use for youth who have acted out in **anger/frustration and are not accepting responsibility - SYMPTOM ESTRANGMENT**

- "What did youth think would happen when you"
- "What did you expect staff to do when you do this?"
- "Are you surprised at the staff reaction?"
- "Are you surprised that you got a consequence?"
- "When you get upset and yell/hit/runaway does your day get better or worse?"
- "When you get upset and yell/hit/runaway do you get a positive or negative response from staff/peers?"
- So when this comes up tomorrow, (next time)... what do you think is going to happen if your behavior is...

Skill development

So, the next time you get start feeling upset/frustrated or thinking you want to yell/hit/runaway etc what are some thing you can do so you get a positive response/outcome?

Questions to ask when a youth is having a **conflict in a relationship - REALITY RUB**

- "How have you two gotten along in the past?"
- "Has your peer/staff every said anything like this before?"
- "What makes you think that he/she did it on purpose?"
- "Do you think he/she knew you were already upset?"
- "Do you think he/she would have reacted differently if they'd know you were upset?"
- Based upon your past relationship with your staff/peer did their reaction/response surprise you? So this is or isn't the way they usually respond to you?"
- So maybe they didn't intend to be mean, unfair, etc?"

Skill development

So, the next time you are having a conflict with staff/peer what are some alternatives to yelling/getting pissed/avoiding the staff/peer?"

Questions to ask when youth is identified as learning **NEW TOOLS or victim of MANIPULATION OF BODY BOUNDARIES**

- When you say to kids...(you want to suck blood) what do you think they were going to do?
- Are you telling me you were really trying to... (make friends)

Skill development

I know your upset, but the next time _____ asks you to do something, you will know what will happen.

Questions to ask when youth have intense feelings and are *"carrying in" problems - RED FLAG*

- I now understand why you are upset, but let me ask you....
 - Who are you really mad at today?"
 - Who got all of your anger today?"
 - Did he or she deserve it?"
 - Has this ever happened before?"
 - Who are you really mad at, and who got all of your anger

Skill development

"The next time you have an argument with your mom, teased by other youth, have a bad day at school etc, who can you talk to so that the day doesn't end up like today?"

Questions to ask for youth who act *hopeless, have given up or are feeling worthless - MASSAGING NUMB VALUES*

- "I know right now it seems as though things are going bad, but let me share some things I observed how you handled it well"
- "I hear you saying that you don't care, but I know several things we have talked about that you do care about?"
- "It seems like you are going out of your way to get staff to punish you. What did you do that deserves to be punished?"
- "You made some mistakes, but making mistakes does not make you a bad person."
- "I know you wanted to hit him, and name calling doesn't help, but using words instead of fists shows self control"
- "I can see you feel bad about what you did, and wish you had done something different, but that is what we're here to help you learn."
- "We expect you to make some mistakes. It is what you do after the mistake that is important."
- A mistake does not make a person worthless
- Do you recognize the time that you did stay in control.

Skill development

"So the next time you start feeling hopeless/worthless who can you go to that will help you make a good decision?"

"So the next time you start feeling hopeless/worthless can you identify some things you did well?"