These tips have been taken and adapted from
http://www.nea.org/tools/14042.htm

General Tips for Maintaining Discipline

◦ Be consistent in application of discipline and fair in your requirements
◦ Let readers tell you their side of the situation. Be willing to consider mitigating circumstances.
◦ Admit you've made a mistake and apologize if you've treated your reader unjustly.
◦ Make sure punishments are appropriate for the misbehavior and explain to the reader why he or she is being punished. (You should not have to punish your reader. Bring it to the attention of the SKC staff)

Frequently Occurring Discipline Problems and Suggested Solutions

Here are some of the more common discipline situations and a pattern for dealing with them.

What do you do when you have a confrontation with your reader?

Before you act, you should know:

1. What triggered the confrontation? Did you issue a challenge? Did you "put down" your reader? Is your challenging you?
2. Can the situation be avoided or delayed? Should there be a cooling off period?
3. What are the consequences? How will this result in a better relationship?

You can try:

◦ Showing that you are in control of yourself by using relaxed gestures and a steady voice.
◦ Moving to a neutral location.
◦ Restating problems or feelings you think you hear, using "feeling" words.
Focusing on specific behavior and not on the person.
Withholding judgment until there is an agreement on what happened.

**What do you do when your reader seems to be a constant distraction to the rest of the readers?**

Before you act, you should know:

1. What need the reader is trying to fill (acceptance, love, attention, and worth).
2. What the consequences have been for the reader's behavior up to now.
3. What attitude the other readers demonstrate toward this student (respect, dislike, and envy).
4. Whether this is a problem of behavior or attitude.

You can try:

- Planning a contract with the reader that specifies what you will do in recognition of a change in behavior.
- Using a "time out" place to remove the reader from the situation. This place in the room, contains no distractions, and is not a punishment, but rather an aid for focusing.
- Telling your there will be 10 minutes of free time if the work is completed on schedule. Count down for them and only reward if they reach the goal.

**What do you do when your reader has tuned you out and is not listening?**

Before you act, you should know:

1. Has tuning you out become a habit for your readers?
2. Why is your reader tuning you out?

You can try:

- Probing some other interest that your reader may have.
- Observing closely for possible learning problems or physical problems that may be influencing your reader.
What do you do when your reader curses or uses an obscene gesture?

Before you act, you should know:

1. If the reader knows the meaning of what he or she is saying or doing.
2. What triggered this behavior (anger, attempt to be funny, need for attention, shock value)?
3. Who this was intended for? (Was this meant for another student? Was this meant for you to see and/or react to?)
4. Whether or not this is worth a confrontation -- major or minor.
5. If you can turn this into a positive learning experience.

You can try:

- Not registering shock, anger, or embarrassment -- but keeping your cool.
- Ignoring the behavior.
- Asking the reader the meaning of what he said or did.
- Asking the reader to use a substitute word.
- Bringing it to the attention of the SKC staff

What do you do when two students are fighting?

Act immediately. If possible, separate them. If not possible, send for another adult. Before you do anything else, you should answer these questions.

1. Should you remove the combatants from those who watched the fight? This could mean less pressure on the combatants to put on a show for others. This could mean less pressure on you to act hastily for the sake of others.
2. Do either you or the students need a cooling-off period to think about what happened and the consequences?
3. Are these students frequently involved in fights, or is this an unusual situation?

You can try:
In most situations you would take this to the SKC staff.

- Keeping your composure and speaking and acting as unemotionally as possible.
- Keeping the situation in perspective -- if the students have cooled down, don't ignite their anger.
- Determining what triggered the fight.
- Determining if there was a clear-cut aggressor and if only that student deserves the punishment.
- Allowing students to verbalize their anger.
- Helping students look at better ways to deal with the situation.
- Selecting a consequence that is humane and fair to both students.
- Stating that once the consequences are carried out, the issue is gone from your mind and should be gone from their minds, too.