Positive Phrases

- Can you show me where you got that information?
- Can you show me what you're talking about?
- Can you show me how you came to that decision?
  I need more information so we can make an educated decision together.
- Will you please show me the policy?
- Would you consider (your solution here)?
- What do you know about (XYZ)?
- (If student can't handle XYZ), what is the skill deficit?
  Let's look at this and come up with a different solution together.
- It sounds like (restate what you heard).
- Did I understand that correctly?
- ABC happened. It's incorrect (IEP not implemented correctly, service minutes missed). Can we do (XYZ) to course correct?

HELPFUL HINTS

- You don't have to know everything!
- You do need to know when & what questions to ask!
- You can't get to a yes if you don't know why they're saying no!
  Ask them to write down why they're saying no to open a door to a yes.
- Stay positively persistent!