

To build trust,  
it's not what you say,  
it's HOW you phrase it!

## 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!