

# Disciplinary Encounters: 2-part Problem Solving Process

The following flowchart can be used to help guide your problem-solving process with students when problem behaviors occur.

## Part 1: Problem solving with the student

**Step 1:** Identify the problem behavior and explore why it occurred.

The following questions may be  
*Is what I (adult) know happened correct?*

*Help me understand why this happened?*

*What led up to the problem?*

*What were you thinking or feeling when it happened?*

*Was there something you wanted, want to do, or something you didn't want to do?*

**Step 2:** Discuss why the behavior is indeed a problem.

Invoke and discuss the punishment, if any.

Discuss additional reasons why the behavior presents a problem or how it impacts the self and others.

**Step 3:** Encourage responsibility for one's own actions, including accepting the consequences and "fixing" the problem.

**Step 4:** Have the student complete the reflective action plan.

## Part 2: Changes in the student's environment

**Step 1:** Support the student's problem solving action plan.

Remind the student of the action plan, skills to be exhibited, and commitment to improve.

Model desired competencies.

Help ensure that desired competencies and efforts are reinforced.

Provide ongoing monitoring and evaluation of the effectiveness of the student's action plan.

**Step 2:** Modify current preventative and corrective practices.

Consider contributing factors to student's behavior.

Implement interventions.

*Be sure to garner support from peers and parents.*