Four Steps for Winning Cooperation for children under 10
(adapted from Positive Discipline by Jane Nelsen)

1. Get into the child’s world. Express understanding for your child’s feelings. Make a guess about the child’s perception of what happened. Then listen deeply to what your child has to say.
2. Show understanding. One way to show understanding is to share a time from your childhood or now when you have felt or behaved the same way.
3. Share your feelings and concerns about the present situation. When the first two steps have been done in a sincere and friendly manner, our child will be ready to listen to you.
4. Find a solution together. Ask your child if he/she would be willing to work on a solution with you. First ask your child for ideas. Then offer your suggestions. Next, work together on an agreement.

Joint Problem-Solving Steps
Adapted from Teaching Parenting the Positive Discipline Way by Lynn Lott & Jane Nelsen

1. State an observation using “I notice we have a problem with ___fill in the problem here_____. Would you be willing to work together to find another way to deal with this that we can both live with?” (It is respectful to the other person to ask permission).
2. Ask your teen what his/her view of the problem is and how he/she feels. Listen deeply without arguing or interrupting. Then validate what you hear by feeding back what he/she says using “You feel _____ because _____ and you wish _____. The ask: “is there anything else?” and keep listening until the teen has finished.
3. Ask your teen if he or she is willing to hear what your issues are. (You can let your teen know that it’s okay if you both see things differently. The idea is just to understand each other). Stat your feelings and issues using “I feel ____ about ____ because _____.” (It is important to stick to your issue and not get into blame). Ask your teen to feed back what he/she heard were your feelings and issues.
4. Give appreciation for being heard
5. Brainstorming: Ask your teen first, “What ideas do you have for a solution?” If the teen has none, brainstorm alternatives together. (It helps the brainstorming process if you come up with some wild and crazy ideas).
6. Choose an alternative that you can all live with for a short time (one day, one week, etc.).
7. Agree on a date to review how the plan is working
8. Give thank yous.