



USING VERBAL REPRIMANDS EFFECTIVELY



Intervene Early

Intervene with verbal reprimands as early as possible. It is more difficult to stop a behavior that has "gone too far."



Eye Contact

Look campers in the eyes. Encourage those involved to look you in the eyes, as well.



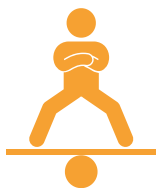
Approach

Approach the campers who will be rebuked. Staff members often reprimand campers from too far away. If your personal safety is not in danger, then you should be one or two arm lengths away from the camper.



Get to the Point

Be brief, clear, and behavior specific. Specific behavior commands makes it easier for the students to comply with your request. For example, "John, you are saying mean things to Emma again. Stop it right now!"



Keep Calm

Use a firm, steady voice to request a stop to the behavior. Make it known that this is a serious issue without getting overly upset or emotional. It is important not to lose control by shouting or making derogatory comments about the students.



Follow Through

Follow through on logical consequences. No "empty threats": do not tell the campers they will have a consequence that you would not actually be willing to give. It is important that the campers trust that you will do what you say you will do.