

Key Principles of the language of management and discipline - Bill Rogers



1. Keep the corrective interaction “least intrusion” where possible
2. Avoid unnecessary confrontation (includes embarrassment, any sarcasm, threatening language, hostility)
3. Keep a respectful, positive tone of voice where possible
4. Keep the corrective language itself positive where possible
 - Avoid why/ are you?
 - Mustn't shouldn't can't wont
 - Pointing finger
5. Re-establish working relationships with the student as quickly as possible. (return to the students desk to ask how it's going)
6. Be assertive not aggressive
7. Focus on the primary issue/behaviour not the secondary
“Put the chewing gum in the bin” students do it whilst rolling their eyes. Rolling their eyes is the secondary behaviour.