

Calming Communications Strategies

1. Agree, never argue
2. Divert, never reason
3. Distract, never shame
4. Reassure, never lecture
5. Reminisce, never say "remember"
6. Repeat, never say "I told you"
7. Do what they can do, never say "you can't"
8. Ask, never demand
9. Encourage, never condescend
10. Reinforce, never force