**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.*

The following questions may be helpful:

**Part 1:** Problem solving with the student

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

*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 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.

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

**Part 2:** Changes in the student’s environment

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

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

Implement interventions.

Consider contributing factors to student’s behavior.

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

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

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

Help ensure that desired competencies and efforts are reinforced.

Model desired competencies.