

Avoid unhelpful responses

The way we respond can affect the outcome of a situation.

Taking an authoritarian approach can encourage opposition and defiance.

Lecturing, arguing, counselling, threatening, and answering back do not defuse heated situations.

The following are examples of common responses that are unhelpful:

- Ignoring (this is only acceptable if the behaviour is minor)
- Reasoning
- Reprimands
- Sarcasm and public humiliation
- Sending out of the room
- Threatening to inform whānau
- Restraint
- Informal suspension

Read the [Common responses information sheet](#) to find out why these responses are not recommended.

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