

RESPOND ON PURPOSE

Calm and Clear Communication Toolkit

Behavior doesn't happen in a vacuum.

When emotions run high, it can be difficult to find the right words, stay grounded, and respond in ways that support both learning and relationships. This toolkit provides practical communication supports that help educators slow down, understand what they're seeing, and respond with intention.

Inside you'll find visual frameworks, language supports, and reflection tools designed to reduce escalation, strengthen relationships, and create more predictable interactions.

Inside, you'll find tools to use:

- **Behavior as Information:** A quick-reference framework for understanding behavior through a regulation-centered lens.
- **Communication System:** A four-step process for responding to challenging moments:
- **Regulating Language:** Examples of language that support safety, connection, and problem-solving.
- **Threats vs. Boundaries:** A comparison tool for distinguishing between language that escalates and language that supports accountability.
- **Proactive and Reactive Language Supports:** Examples of what to say before, during, and after challenging moments.
- **Conflict Escalation Framework:** A visual guide showing how conflict grows—and how communication can interrupt the cycle.
- **Acknowledging, Minimizing, and Interrogating:** A comparison tool for recognizing language that validates experiences versus language that unintentionally dismisses them.
- **Language You Can Lean On:** Ready-to-use phrases for moments when emotions are high and thinking is low.

HOW TO USE THIS RESOURCE

These tools are not scripts to follow perfectly.

Use them as supports for reflection, planning, and real-time decision-making. You might:

- Keep key pages in a clipboard, binder, or substitute folder.
- Use the language supports to build your own communication repertoire.
- Reflect on challenging interactions after they occur.
- Discuss the frameworks with colleagues during team meetings or coaching conversations.
- Use the graphics as visual reminders when responding under stress.

The goal isn't to memorize every phrase.

The goal is to create communication systems that make it easier to respond with clarity, consistency, and care—even when situations are difficult.

Communication is a system. These tools help make that system visible.