

# Thank you, not please

Really important this one! Say please too often and it may sound like you are pleading!

“Childs name...Instruction...Thank you”

(Tia refuses to put her toys away) “Tia, toys in the box, thank you.”

(Tom refuses to put his trousers on) “Tom, trousers on, thank you.”

(Mark is jumping up and down on the seat) “Mark, bottom on the seat, thank you.”



# Never say no



Sometimes we have to say “No”  
but for other times, try this...  
“Yes, as soon as you have...”

“I want Noura to come round  
and play today!” “Yes, she can  
come round, although not today.  
She can come on...”

“Can I go on the iPad?” “Yes, as  
soon as you’ve finished tidying  
away the game you have just  
been playing with!”

“Can I have a biscuit?” “Yes, as  
soon as you have finished your  
sandwich.”



Frame instructions positively.

We often (unintentionally) give children ideas of what to do when we are trying to get them to stop doing something.

# Don't say don't

"Walking down the stairs Ali, thank you", rather than, "Don't jump!"

(Waiting to go out the front door) "Remember we walk together."

"Put that down Olivia, thank you" rather than, "don't throw that"