Solving problems collaboratively and proactively with a student not only helps solve the problems that are causing challenging behavior but also helps them build the skills they are lacking. This graphic lists some of those skills:

**PLAN B STEPS**

**EMPATHY**
- Considering and identifying concerns
- Articulating those concerns in a manner that others can understand
- Inhibiting of strong emotions during discussion

**DEFINE ADULT CONCERNS**
- Listening
- Empathizing
- Considering and understanding another person’s perspective
- Appreciating how one’s behavior is affecting others
- Tolerating frustration when hearing another person’s point of view

**INVITATION**
- Generating alternative solutions
- Thinking of solutions that not only work for oneself but also for others
- Considering the likely outcomes of potential solutions
- Resolving disagreements without conflict