

## Ground Rules—What to Mind

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1. Keep it simple: Characters, story, decision, and rewards.
  2. Make the story short, straightforward, and focused.
  3. Be clear, no need for background or big words. Jump straight in!
  4. Speak from the child's viewpoint, not yours.
  5. Create distance from an emotionally-charged situation.
  6. Enable quick wins, build incrementally.
  7. Engineer your approach with trial and error.
  8. Save the child's face, avoid public humiliation.
  9. No finger pointing from the parent.
  10. Give a reward right away.
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