



Tricks of the Trade provide you with perspectives to help you work effectively with youth, peers, and those you supervise.

Practice conflict resolution strategies **BEFORE** your students need them. This will prepare youth when they need to use those strategies.

Practice **L-A-F** with people. **L = Listen**, be sure you are listening with both your head and your hearts. **A = Apologize** for any misunderstanding or any confusion. Own it that you somehow didn't communicate as clearly as you thought you did. **F = Fix it**. Go in depth with the person to ensure that you are both on the same page. Once you make things clear, it is not possible to use the excuse, "I didn't know."

Responsibility is taught one step at a time, holding people accountable one step at a time. Youth and adults can be very responsible in some areas and quite irresponsible in others. Praise people for responsible choices, and then coach them with empathy on those areas they are less responsible.