

# 有效的沟通

## 本周家庭活动

要做到: 

- “灵活的听力”练习

在下周有一次五分钟“灵活听力”的练习中，可以选择和您的同伴，您的孩子，或您的朋友。记住，允许让发言的人讲完，留神听发言人讲话的内容和感觉，并且去证实这种感觉。

- “坦率地发言”练习

在下周有一次“坦率地发言”练习，讲关于一个您曾很担心的重要议题或者一个问题，记住，一定从正面的、清晰的、简短的，并经挑选的来交流您的感觉，并要求反馈的信息。

阅读/复习:



- 讲义和 *The Incredible Years* 一书的第十一章。

**警告：记得继续玩游戏！**

# Effective Communication

## HOME ACTIVITIES FOR THE WEEK

TO DO:



- **PRACTICE “ACTIVE LISTENING”**

One time during the next week, practice “active listening” for five minutes, either with your partner, your child, or a friend. Remember to allow the speaker to finish, listen for the content and feelings of the speaker, and validate those feelings.

- **PRACTICE “SPEAKING UP”**

Once during the next week, practice speaking up about an issue or problem that has been worrying you. Remember to be positive, be clear and brief, be selective, communicate your feelings, and ask for feedback.

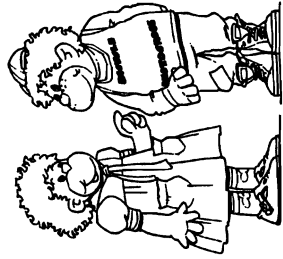
READ/REVIEW:



- Handouts and **Chapter Eleven** in *The Incredible Years* book.

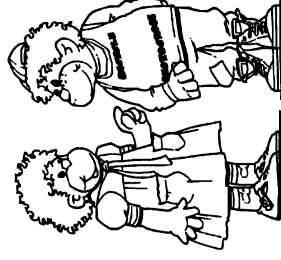
**Caution: Remember to continue playing!**

## 帖在电冰箱上的提示 关于灵活的听力



- 保持眼神的接触。
- 允许发言者讲完。
- 留神听发言人满足于感情的交流。
- 总结和证实发言人的这种感觉。
- 鼓励发言人继续讲解。
- 避免提“为什么”的问题。
- 试着将您自己融会于发言人的发言中，并考虑发言人讲解的重点。

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**REFRIGERATOR NOTES  
ABOUT ACTIVE LISTENING**



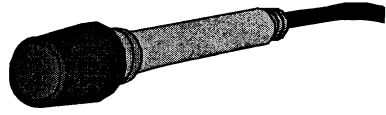
- Maintain eye contact.
- Allow the speaker to finish.
- Listen for the content and feelings of the speaker.
- Summarize and validate the speaker's feelings.
- Encourage the speaker to continue talking.
- Avoid "why" questions.
- Try to put yourself in the other person's shoes and think about their point of view.

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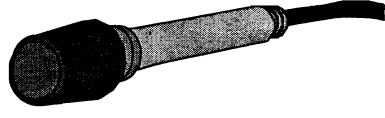
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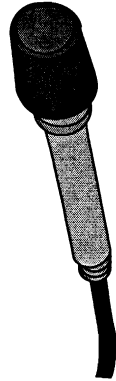
- 选择有时间限制的发言——如果聆听者有时间提问的话。
- 要直接的。
- 运用“我”信息来表达感觉。
- 要清晰的和精确的。
- 要“出席”并使自己熟悉新情况，(删除对旧的不满)。
- 要求反馈的信息。
- 避免太多的间接发言——要简短的和挑选过的。
- 最好多表达直接的感觉。

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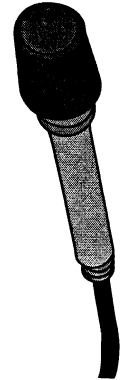
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- 最好多表达直接的感觉。

## REFRIGERATOR NOTES ABOUT SPEAKING UP



- Choose timing for speaking up—ask if listener has time.
- Be positive.
- Use “I” messages to express feelings.
- Be clear and specific.
- Be “present” oriented (edit old complaints).
- Ask for feedback.
- Avoid too much negative speaking up—be brief and selective.
- Express positive feelings as well.

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## 帖在电冰箱上的提示 关于有效的沟通

- 运用“灵活的听力”，和鼓励别人来表述他们的想法和感觉。
- 清晰地用“我”的口气来发言(避免用“你”的口气，这样会倾向于责备或挑剔。)
- 表达您对事物的真实感觉好过发牢骚，但是一定要记住在任何时间任何地方您的发言对他人的影响。
- 考虑到其他人的需要，然后去证实他们的感觉和讲解的重点(试着将您自己融会于他们之中)。
- 避免挑剔，发牢骚，和不友好等。集中于要有礼貌和明确的事物上。
- 当遇到混乱和愤怒时或者当交流状态极坏的情况下，停止讨论或者来一个中场休息。
- 集中解决问题而不是解决埋怨。
- 承认他人的问题或感觉总是合理的，避免否定或批评。
- 在您真正了解的情况下要求反馈的信息。(要认识您自己和其他“情绪沟通者”，和他们怎么会搞错这种沟通。)
- 给予清晰的和联贯的口头或非口头的信息。
- 提出正面的要求，并顺应别人的要求。
- 表达正面的信息反馈，和感想。



Praising

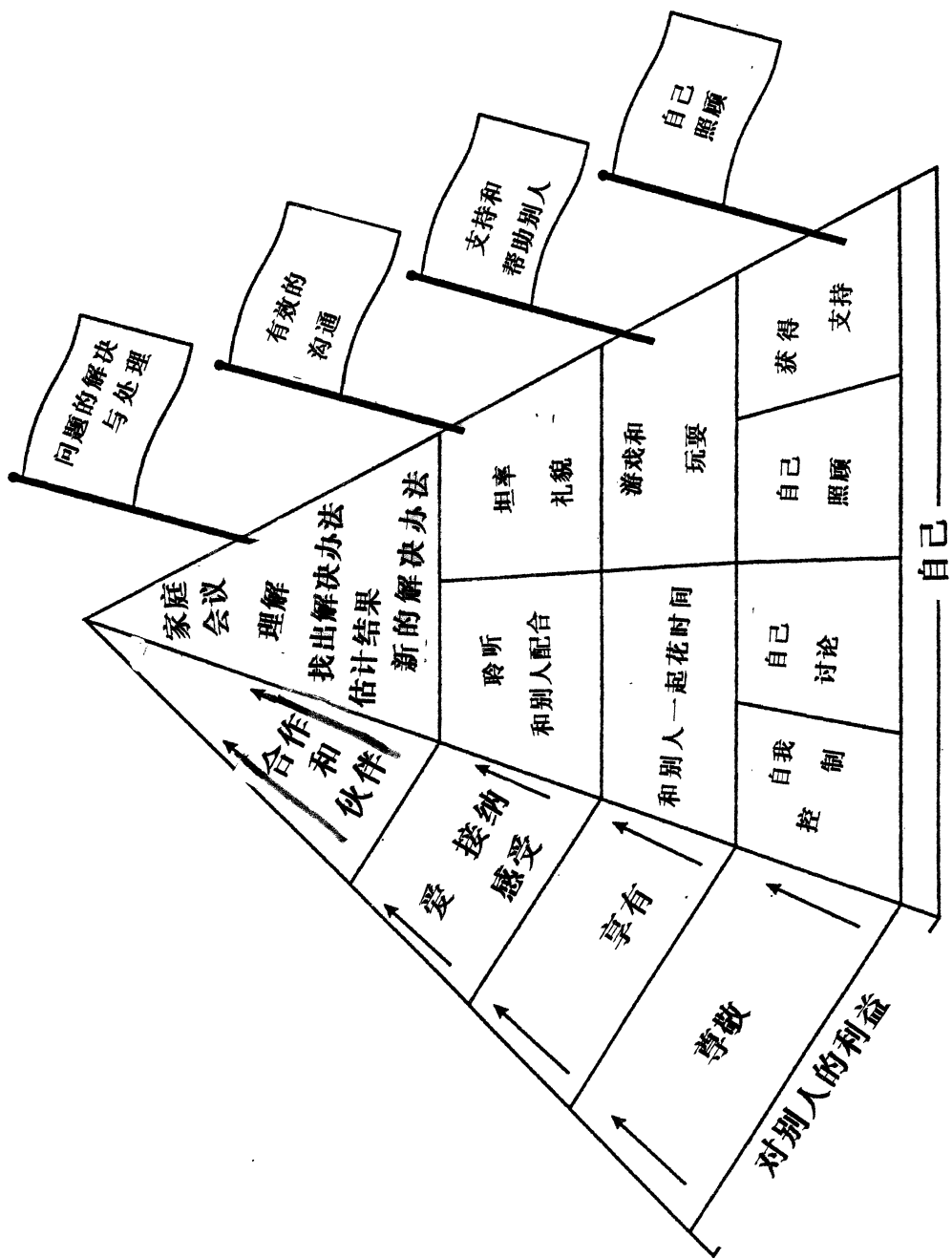
## REFRIGERATOR NOTES ABOUT EFFECTIVE COMMUNICATION

- Use **“active listening”** and encourage others to express their ideas and feelings.
- **Speak up clearly with “I” messages** (avoid “you” messages, which tend to blame or criticize).
- **Express your feelings about issues** rather than storing up grievances, but remember to be considerate about when and where you speak up.
- Think about the other person’s needs and then **validate their feelings and point of view** (try to put yourself in their shoes).
- Avoid criticisms, gripes, and putdowns. Focus on being polite and positive.
- **Stop discussion or take a short Time Out when confused, angry, or when communication is breaking down.**
- Focus on fixing the problem, not fixing the blame.
- **Recognize that another person’s problem or feeling is always legitimate.** Avoid denials and defensiveness.
- **Ask for feedback** in order to be sure you understand correctly. (Recognize your own, as well as other “mood filters,” and how they may distort communication.)
- Give clear and consistent verbal and nonverbal messages.
- Make positive requests and comply with other’s requests.
- Express positive feedback and feelings.



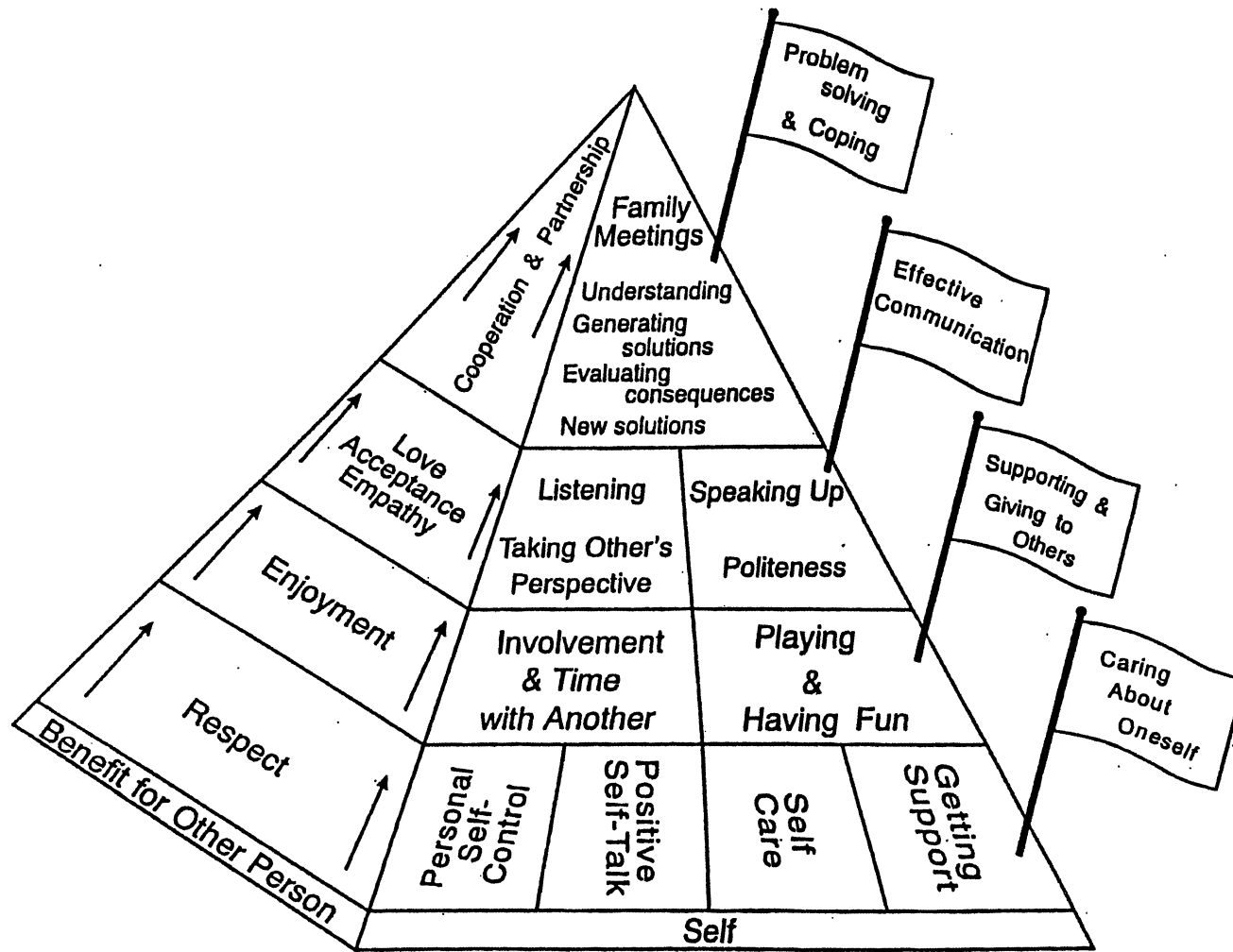
Praising



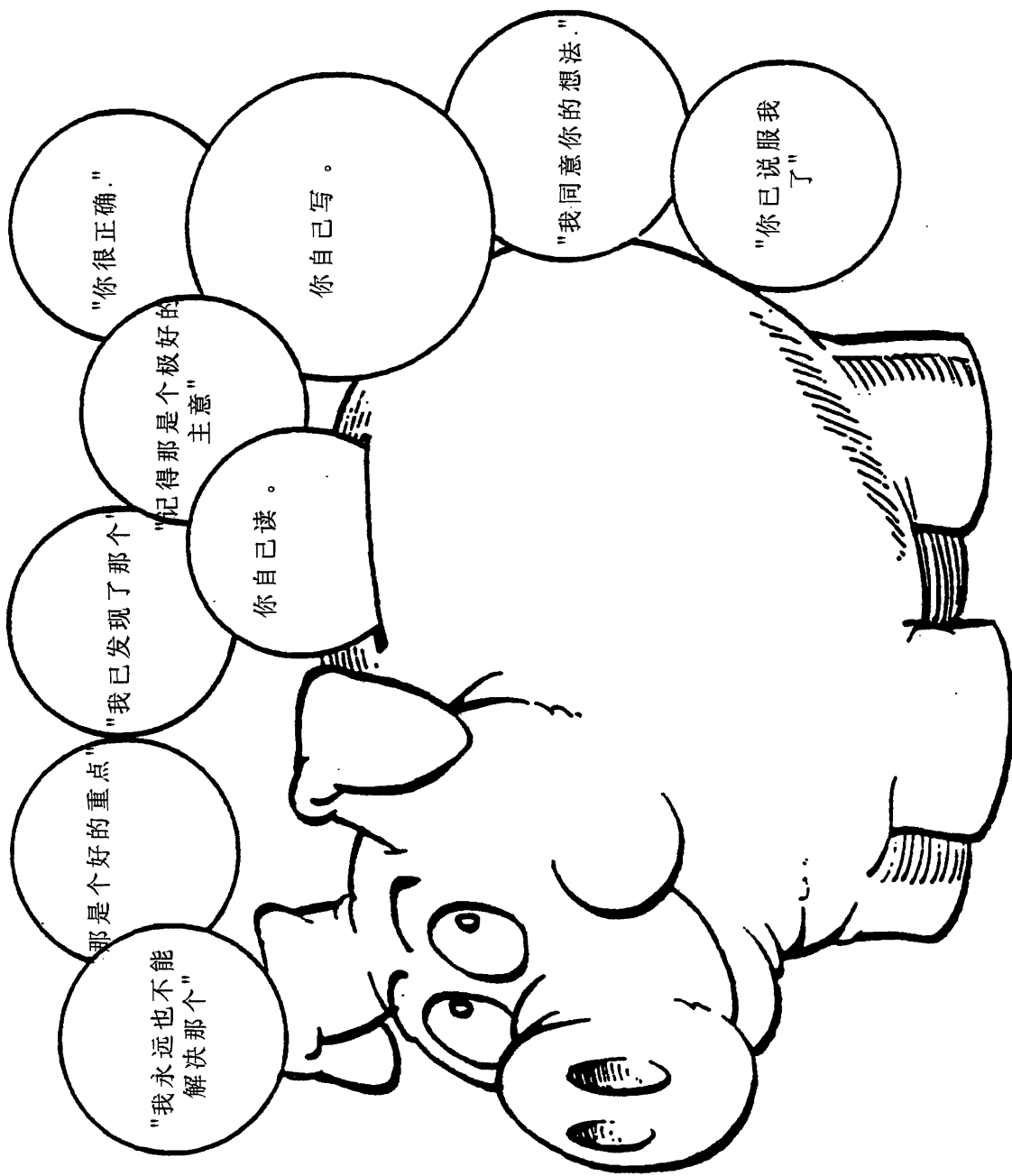


# 建立关系的金字塔

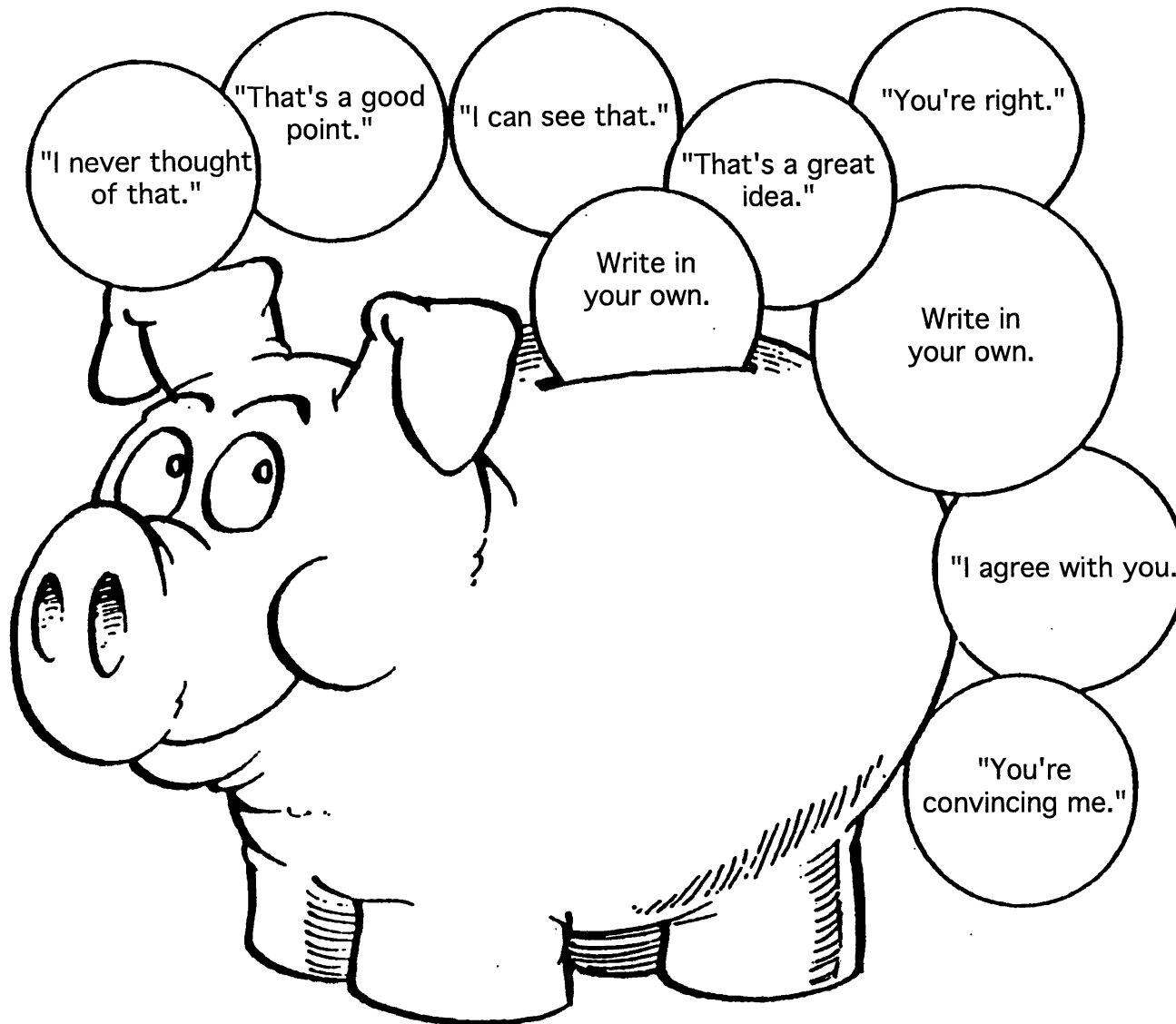
© C. Webster-Stratton



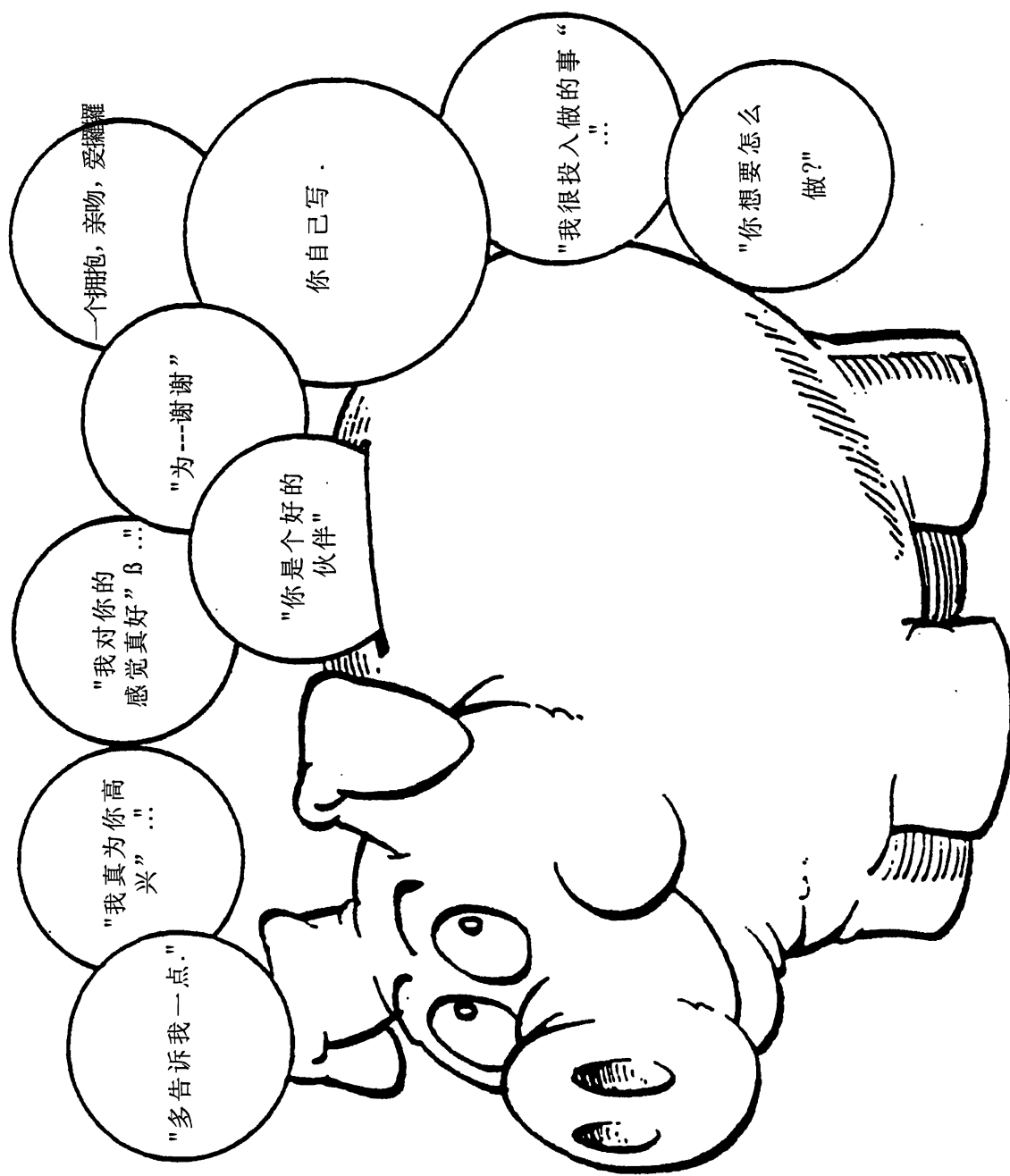
Pyramid for Building Relationships



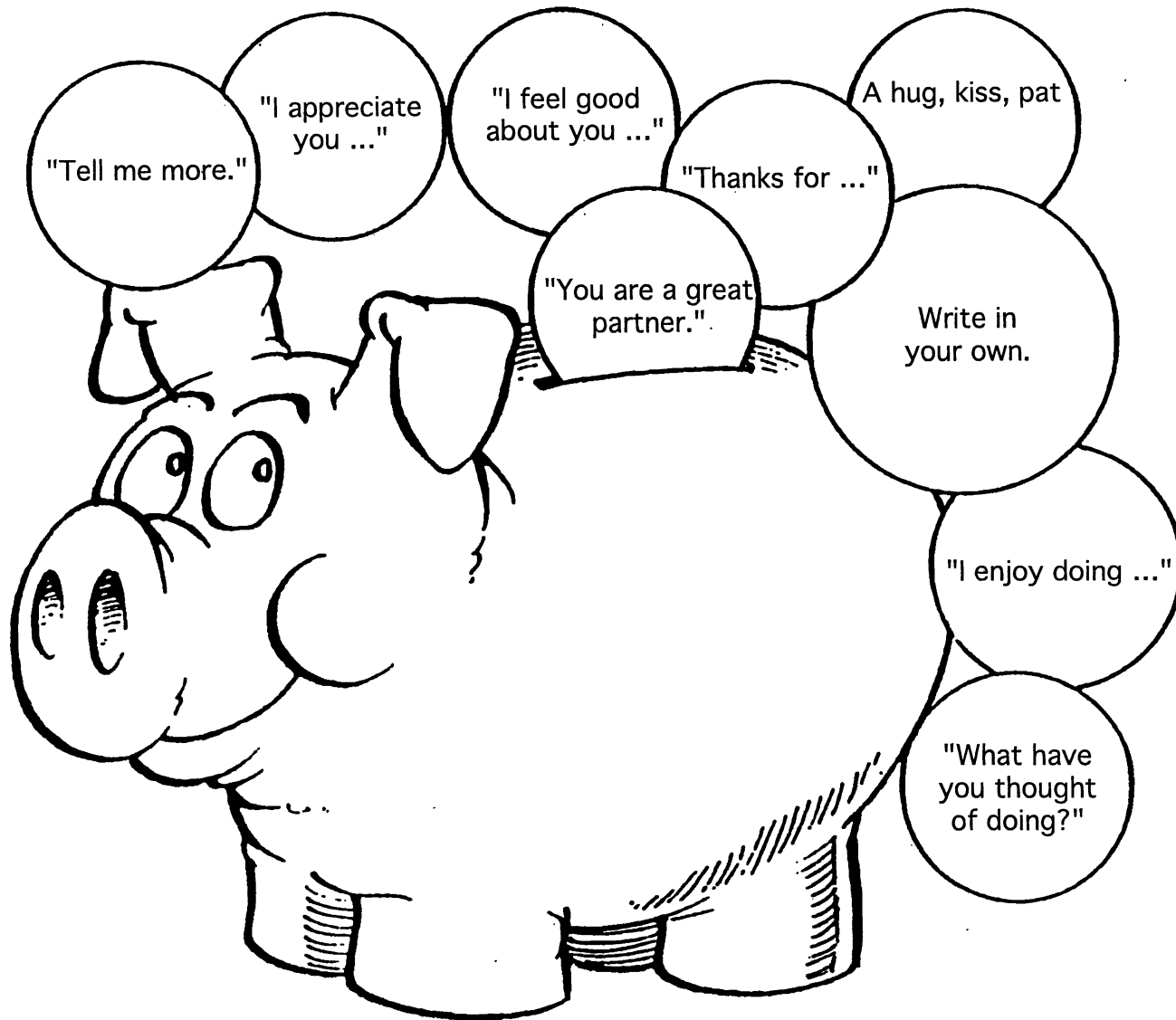
记得用接受和重视的报告  
来开立您的银行帐户



**Remember to Build Up Your Bank Account  
With Accepting and Respecting Statements**



记得用支持和鼓励的报告  
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**Remember to Build Up Your Bank Account  
With Support and Encouragement**

# 教孩子们怎样结交新朋友

## 本周家庭活动

要做到：

- 设立一个同龄活动的日子。
  - 计划与第一个来到的做短暂的和好玩的游戏 (半个小时).
  - 表扬任何在荧光屏前玩游戏时发生的相互合作和友善的关系。
  - 您想鼓励和指导那些友谊关系的技巧。
- 致电给您的好友。
- 谨记：  
要保持您自己和您的孩子一起游戏和阅读!

阅读：



- 回顾“处理同龄人相处的问题，指导建立友好关系的技巧”的章节。

# Teaching Children How to Make Friends

## HOME ACTIVITIES FOR THE WEEK

### TO DO:



- **SET UP A PEER PLAY DATE.**
  - Plan for the first visit—make it fun and short (1–2 hours).
  - Monitor the children's play, and praise any cooperative and friendly play that occurs.
  - Coach friendship skills that you want to encourage.
- **CALL YOUR BUDDY.**
- **REMEMBER:**  
Keep up your own **PLAY** and **READING** with your child!

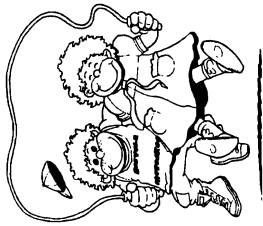
### READ:



- Handouts and chapter, “Coping With Peer Problems and Teaching Friendship Skills”

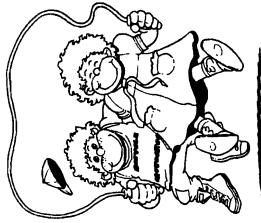


### 贴在电冰箱上的提示 怎样帮助您的孩子 结交和保留朋友



- 在您的游戏时间内，分享玩具，轮流玩耍，互相合作和结交朋友技巧，例如：聆听，等着讲话，出个主意，说“谢谢”，道歉，和请求一起玩。
- 定期地邀请别的孩子和您的孩子一起玩，和您的孩子一起想一个大家都将会参与的有互相合作成份游戏计划。
- 在询问关于其他孩子，他/她的兴趣爱好时把您的孩子以兴趣告诉他们，如最喜欢的食物，最喜欢的运动。
- 对孩子的和其他孩子的友好行为进行观察，指导和表扬。
- 鼓励您的孩子参加童子军，群体活动，运动队。
- 告诉您孩子的老师关于那个同学和您的孩子很相称。

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**REFRIGERATOR NOTES**  
**How to Help Your Child**  
**Make and Keep Friends**



- In your play sessions, model sharing, turn taking, cooperation, and social skills, such as listening, waiting to talk, suggesting an idea, saying “thank you,” apologizing, and asking to play.
- Regularly invite another child to play with your child. With your child, plan a cooperative activity that you think both children will enjoy.
- Show interest in your child’s friend by asking about his/her interests, favorite foods, sports, etc.
- Monitor, coach, and praise friendly behaviors in both children.
- Encourage your child to join Scouts, play groups, or sports teams.
- Talk with your child’s teacher about which classmates are good matches for your child.

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## 指导孩子们和同龄人一起游戏

当孩子们游戏时，参与您的孩子和他们的朋友，在留意和解释合作精神上，“指导”他们利用好的游戏技巧。例如：

**提个建议：**“哇，那个建议对你的朋友真是帮助很大。”

**表达好的感想：**“那是一个好的方法来表达你怎样的感想”

**等待：**“真了不起！在排队时，虽然你很想先轮到你，但是你还是让他先做了”

**请求许可：**“那是非常友好的询问他，如果他想先玩的话，”

**问候：**“那是个友好的问候，我相信她对此非常高兴”

**排对：**“你让她排在你前，对她帮助多大啊。”

**分享：**“你们俩一起做着，我相信你们有群体精神。”

**赞同：**“你赞同她的建议，你做了件多么友好的事情啊。”

**用柔和的接触：**“你用小心和柔和的接触对他，那真是很友善。”

**请求帮助：**“哇！你请求他来帮助你，那真是好朋友要互相帮助。”

**Caring：**“我相信你对她的主意和强调的重点非常关心。你想的真周到。”

**解决问题：**“你们俩很平静的在解决那个问题，看起来对你们俩都有好处。”

**有礼貌：**“你用了一个很礼貌的方法请她等等，那真是非常友善。”

## Coaching Children in Cooperative Play With Peers

Join children and their friends when they are playing and “coach” them in good play skills by noticing and commenting on their cooperative efforts. For example:

**Making Suggestions:** “Wow, that was a helpful suggestion to your friend.”

**Expressing Positive Feelings:** “That’s a friendly way to show how you are feeling.”

**Waiting:** “Super! You waited your turn and let him go first, even when you wanted to be first.”

**Asking Permission:** “That’s very friendly to ask him if he wants to do that first.”

**Complimenting:** “What a friendly compliment. I can see she feels good about that.”

**Taking Turns:** “You let her take a turn—how very helpful.”

**Sharing:** “You are both doing it together. I can see you are team players.”

**Agreement:** “You agreed with her suggestion—what a friendly thing to do.”

**Using Soft Touch:** “You are using gentle and soft touch with him. That is friendly.”

**Asking for Help:** “Wow! You asked him to help you—that is what good friends do for each other.”

**Caring:** “I can see you really care about her ideas and point of view. You’re a thoughtful person.”

**Problem-Solving:** “You both worked out that problem in a calm way. It looks like it feels good for both of you.”

**Being Polite:** “You were so polite in the way you asked her to wait—that’s very friendly.”

# 愤怒控制

## 本周家庭活动

要做到: 

- 想一个曾经令你情绪拨动不安的问题。听听您对不安的想法。和形容一下什么您将会说或者改变您的反面自说自话。运用“在问题状况下的自说自话”工作表来将一些您的反面想法改便成有建设性的想法，将这工作表带到下学期。
- 练习将反面的想像力改变成正面的建议。形容一下什么您将会停止说 或者改变您的反面自说自话。记录在您的家庭功课印张表上。
- 注意当您的孩子感到不安时，鼓励他/她运用Tiny's 秘密。

阅读: 

- 从*The Incredible Years* 一书中看分发和复习第九章。

# Anger Management

## HOME ACTIVITIES FOR THE WEEK

### TO DO:



- **THINK ABOUT** a problem that causes you to get emotionally upset. Listen to your upsetting thoughts and describe what you would say or do to change your negative self-talk. Use the “Self-Talk in Problem Situations” worksheet to change some of your negative thoughts into constructive thoughts. Bring worksheet to next session.
- **PRACTICE** turning negative gripes into positive suggestions. Describe what you would say to stop or change your negative self-talk. Record on the homework handout sheet.
- **NOTICE** when your child is getting upset and encourage him/her to use Tiny's secrets.

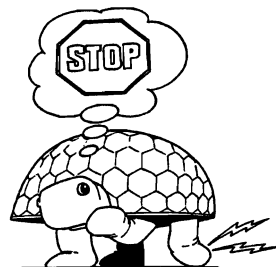
### READ:



- Handouts and **Chapter Nine** in *The Incredible Years* book.

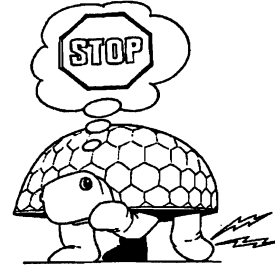
## 帖在电冰箱上的体制提示

### 怎样教育您的孩子 控制他们的愤怒



- 留意当您的孩子开始变得沮丧和愤怒时。禡
- 鼓励您的孩子讲述他/她的感想。
- 暗示您的孩子想像说“自己告诉停止，镇静下来， 并做三次深呼吸
- 鼓励您的孩子运用正面的方法自语想像说  
**“告诉你自己‘我能镇静下来；我能控制这些’  
或者“每个人都有犯错的时候；如果  
多训练我一定能做到。**
- 不管何实当您留意到，并奖励您的孩子自我控制和 适当的表达感想。
- 做自我控制和适当的表达感想。

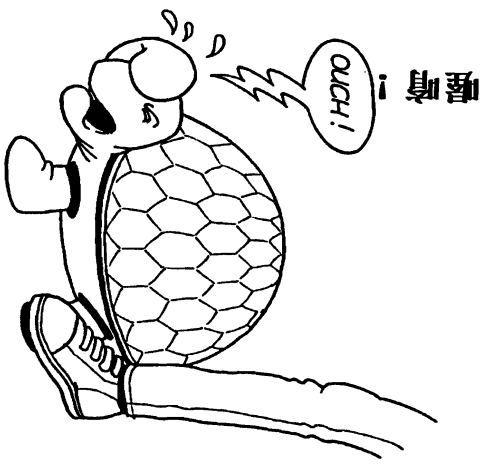
**REFRIGERATOR NOTES**  
**FOR TEACHING CHILDREN TO**  
**MANAGE THEIR ANGER**



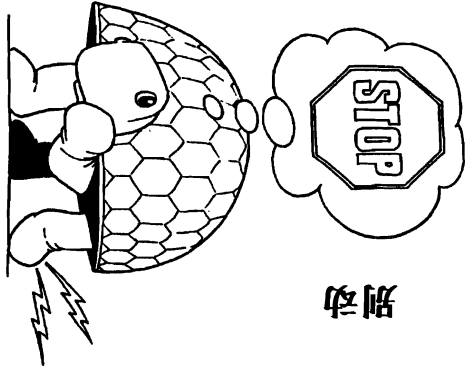
- Notice when your child is starting to get frustrated and angry.
- Encourage your child to talk about his or her feelings.
- Cue your child by saying, “Tell yourself to STOP, calm down, and take three big breaths.”
- Encourage your child to use positive self-talk by saying, “**Tell yourself, ‘I can calm down; I can handle this,’**” or “**Everyone makes mistakes; with practice I can do it.**”
- Praise your child’s self-control and appropriate expression of feelings whenever you notice it.
- Model self-control and appropriate feeling talk.



# Tiny 控制怒气的步骤

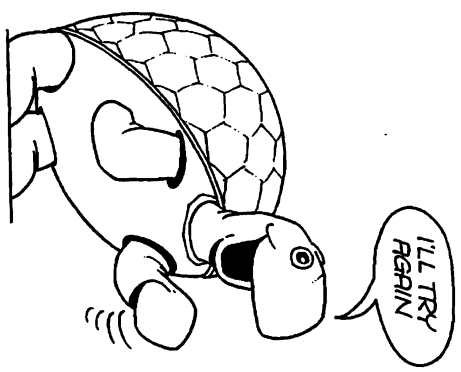


2 想想“别动”

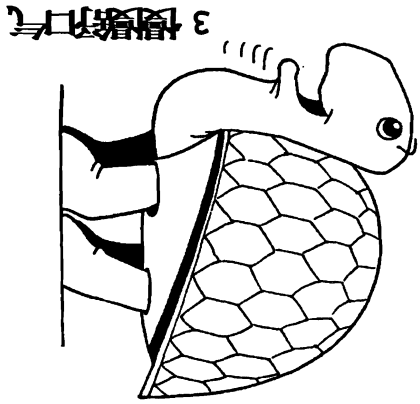
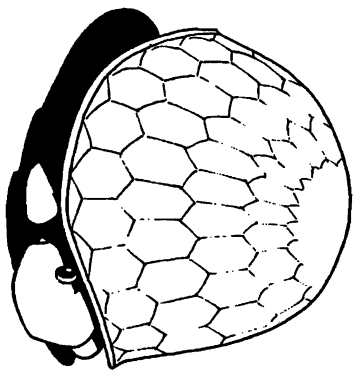


2 Think STOP

我再试  
试着



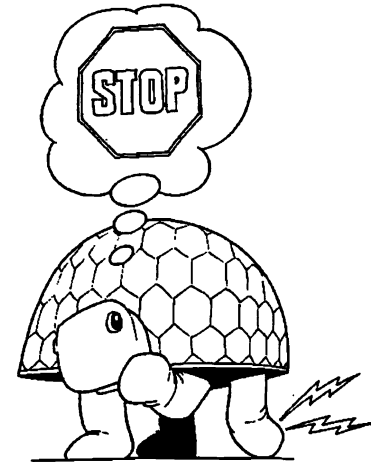
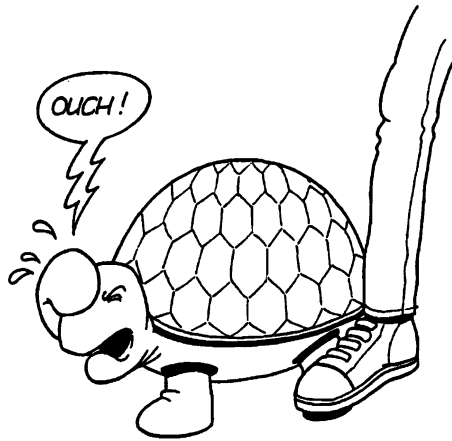
4 缩到壳里面去



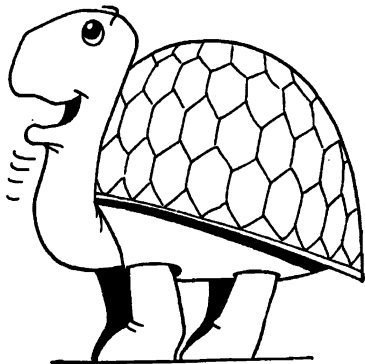
3 Take a slow breath

4 Withdrawing into shell

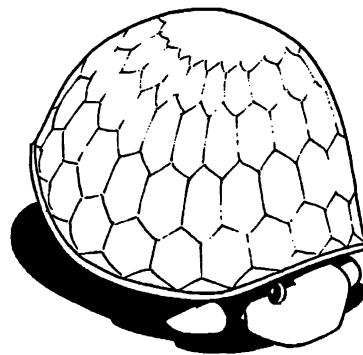
# Tiny's Anger Management Steps



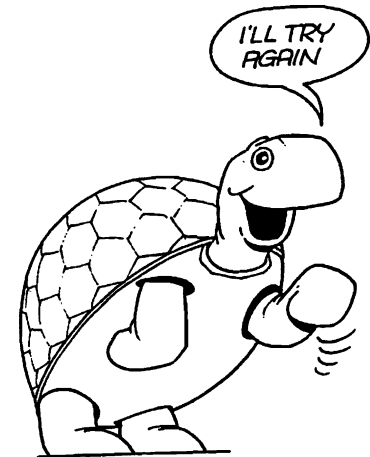
2 Think STOP



3 Take a slow breath



4 Withdrawing into shell



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## 讲义

### 学习自我控制

1. 在您的消极想法刚刚出现的时候，就要给以注意。 要注意您自身的感觉（例如紧张、烦躁、愤怒、头疼等）。
2. 要用以下一种积极想法来代替消极的想法。
  - 停止消极的想法，“要想停止”；
  - 抵制这种消极的想法；
  - 用正面的想法或自我赞扬来代替；
  - 用正确处理或冷静的想法来代替；
  - 用迁就的办法；
  - 当这将在成为问题时，要想到将来。

#### 消极的想法

“杰克从来就不帮助我。；我总是干活、干活、干活。我要做饭、收拾屋子、看孩子，什么都要做。哦，我真想把这些全都扔给他。”

“工作了10个小时之后,我真又累又烦。我一回到家,就是碰到吵闹。孩子们胡搅一气,还大声叫唤,阿琼还批评我。这地方弄得一塌糊涂。她整天干什么了?我真想大叫一场,或者走出去。”

#### 积极的想法

“在我要做将来会后悔的事情之前,我应该好好地看一下,并且冷静下来。我需要的是帮助。如果我用更好的方式问杰克,他也许会给我一些帮助的。那是最好的方法。然后,我就可以洗一个舒服的澡了。”

“现在可以轻松一些了。先歇一歇吧。我真正需要的是安静几分钟来放松一下,再读读报纸。如果我能好好地要求阿琼在我读报纸的时候和孩子们一起玩,这样也许可以让她休息一会儿,之后再和孩子们玩。她也需要休息的。那是最好的方法。我自己已经感到舒坦多了。”

“我能够掌握的。我能够自制。”

“她只是在试试承受的极限。我要做的是冷静下来,帮助她学会更好的方法。”

## Handout

### Learning Self-Control

1. Identify your negative thoughts when they first occur. Pay attention to how your body feels (for example, tenseness, fidgeting, anger, headaches).
2. Use one of the following constructive thoughts to replace the negative thought.
  - STOP the negative thought—"think STOP."
  - Dispute the negative thought;
  - Substitute a positive thought or self-praise;
  - Substitute a coping or calming thought;
  - Use humor;
  - Think about a future time when this will not be a problem

#### Non-constructive Thoughts

"Jack never helps. All I get is work, work, work. I fix the food, take care of the house, the kids, everything. Boy, would I like to throw this at him!"

"After working 10 hours, I'm tired and frustrated. When I get home, all I get are hassles. The kids interrupt and yell, and Joan criticizes me. This place is a mess. What does she do all day? I feel like screaming or walking out of here."

#### Constructive Thoughts

"I'd better watch it and calm down before I do something I'll regret. What I need is help. Maybe if I ask Jack in a nice way, he'll give me some help. That's the best way. Then maybe I can have a relaxing bath."

"Take it easy now. Take a few breaths. What I really need is a few minutes of peace to relax and read the paper. Maybe if I ask Joan nicely to play with the kids while I read, then I could give her a break and play with the kids later. She needs a rest too. That's the most helpful way. I can already feel myself relaxing."

"I can handle this. I can stay in control. 'She's just testing the limits. My job is to stay calm and help her learn better ways'."

## 讲义

### 在有问题的情况下的自我讨论

要弄清有问题的情况，以及您在这时的想法。把您用来认清情况的一些冷静思考的想法写下来。下一次，您就可以用这种消极的自我讨论的方法来发现自己的能力，让您自己有时间来积极思考，并为处理这种情况考虑可以采用的不同办法。

有问题的情况： \_\_\_\_\_

令人烦心的想法

冷静下来的想法

## Handout

### SELF-TALK IN PROBLEM SITUATIONS

Identify a problem situation and the upsetting thoughts you have at the time. Write down some alternative calming thoughts that you might use to redefine the situation. Next time you find yourself using negative self-talk, give yourself some time to think positively and consider the alternatives available to you for dealing with the situation.

**Problem Situation:** \_\_\_\_\_

**Upsetting Thoughts**

**Calming Thoughts**

讲义  
正面的说法

把以下的各种负面的怨言转变为正面建议的实践：

负面的怨言

正面的建议

1. 你很少赞美过我。
2. 你签支票时总是不说清户头上有多少余款。
3. 你已经3个月没有清'晒蜗贩苛怒
4. 一年来，你从来没有送孩子们上托儿所去过。
5. 在养育孩子方面，你从未询问过我的意见。
6. 你从来没有帮我做过一顿饭。
7. 吃早餐时，你总是把头埋在报纸里面。
8. 你从来没有扔过你的空啤酒罐(报纸)。
9. 星期五那天，我花了3个钟头做晚餐，你都没有对此说过一句话。
10. 你晚上不给孩子们读故事书(或换尿片)。
11. 你嘲笑比利的想法。
12. 在你不同意孩子们的想法时，你总是说“那真蠢”。
13. 我要你做什么时，你总是不做的。
14. 你把你的食物掉在地上了。
15. 你总是用手指吃东西，而不用刀叉的。
16. 你总是对你的弟弟大喊大叫的。

我要你每天赞美我一次。

**HANDOUT**  
**POSITIVE STATEMENTS**

Practice turning the following negative gripes into positive suggestions:

Negative Gripe

Positive Suggestion

1. You rarely pay me a compliment.
2. You write checks without figuring out the balance.
3. You haven't cleaned the playroom in 3 months.
4. You haven't taken the children to daycare in a year.
5. You don't ask for my opinion in parenting.
6. You don't help me prepare any meals.
7. At breakfast you bury your head in the newspaper.
8. You never throw out your beer cans (newspaper).
9. On Friday you didn't say anything about dinner, after I spent three hours preparing it.
10. You don't read the children stories at night (or change diapers).
11. You make fun of Billy's opinions.
12. You keep saying "that's dumb" if you disagree with the children.
13. You don't do what I ask you to do.
14. You throw your food on the floor.
15. You eat with your fingers instead of your utensils.
16. You keep yelling at your brother.

I would like you to compliment me once a day.



# 感 觉

# 生 理 上 的 迹 象

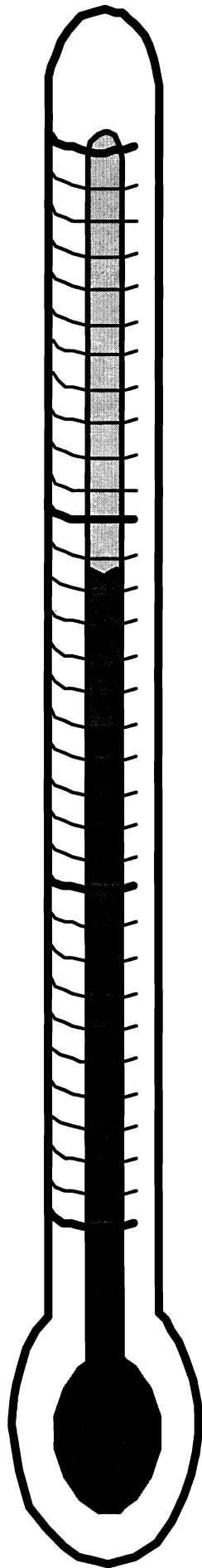
# 行 为

暴怒的  
轻蔑藐视的  
愤怒的

辩解  
内疚  
撤消诺言  
失望  
沮丧

急躁的  
忧虑的  
担心的

警觉的/有兴趣的  
易于接受的/乐于接受  
影响的/灵活的  
镇静的  
愉快的  
坚信的  
满足的  
乐意的/有爱心的



心跳加快  
颈部肌肉紧张  
胸口透不过气来  
攥紧拳头  
咬牙切齿  
头疼

急促的浅呼吸  
浑身出汗  
肌肉发紧

踱来踱去  
头疼发作

大声喊叫  
打人

威胁别人  
撤消诺言  
蓄意阻碍

批判别人

好话听不进去  
气量狭窄  
不原采纳新的想法

镇静的  
愉快的  
能够解决问题  
能够听进意见

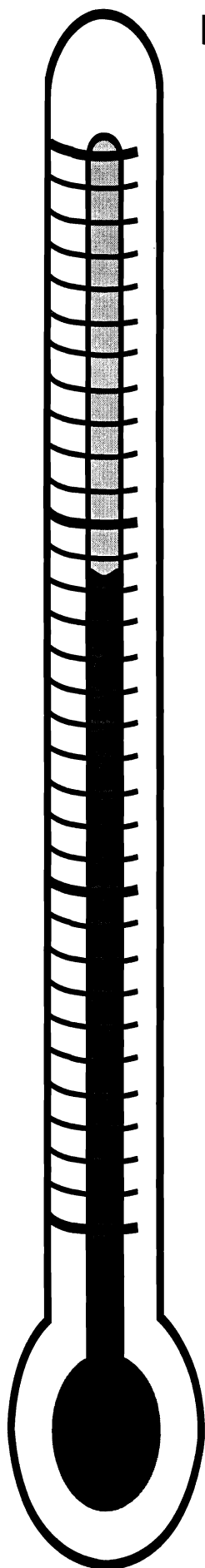
# Feelings

Furious  
Contemptuous  
Angry

Defensive  
Guilt  
Withdrawn  
Frustrated  
Depression

Irritated  
Anxious  
Worried

Alert/Interested  
Receptive/Open to  
Influence/Flexible  
Calm  
Happy  
Confident  
Content  
Loving/Affectionate



# Physiological Signs

Heart racing  
Neck muscles tight  
Chest Tight  
Clenched fists  
Teeth clenched  
Headache

Shallow rapid breathing  
Increased perspiration  
Muscles tense

Pacing  
Headache developing

# Behaviors

Yelling  
Hitting

Threatening  
Withdrawing  
Stonewalling

Criticizing

Difficulty listening  
Thinking narrow  
Less open to new ideas

Calm  
Pleasant  
Able to problem-solve  
Able to listen

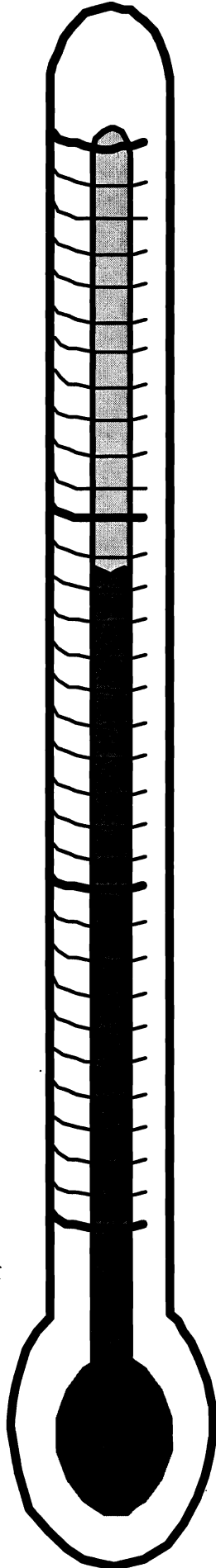
# 感 觉

暴怒的  
轻蔑藐视的  
愤怒的

辩解  
内疚  
撤回诺言  
失望  
沮丧

急躁的  
忧虑的  
担心的

警觉的/有兴趣的  
易于接受的/乐于接受  
影响/灵活的  
镇静的  
愉快的  
坚信的  
满足的  
乐意的/有爱心的



# 自我讨论

我很愤怒，我会伤害...  
她/他应该是...  
她/他不是好人/是坏蛋。  
这不是我的错；是她/他的错。  
她/他正象是  
我从来就不象这样的。  
我想她/他终归要进监狱的。  
我没有时间来管这个。  
我是一个坏家长（伙伴）。我是无能为力的。  
为什么是我？这太紧张了。

要保持冷静，就不是这么做的。  
这是没有用的  
对她/他做什么都没有用。  
这于事无补。  
无论我做什么，都没有用。  
她/他刚刚把它扔还给我。  
这是我应该得的，因为我做过

我的父母亲告诉我，说我曾经...(一种批评)  
当她/他年轻的时候，曾经发生过什么事情？  
我很紧张；我需要休息一下。  
这要我干的话，也许是太多了。  
也许我不是一个好家长/配偶。  
我不能肯定我是否能够做这个。

如果有变化的话，那么在变好之前会变得更差一些。  
对于我们的未来，我可以起些作用。  
在任何人际关系中，存在困难是很正常的。  
这种状况不会老是那么下去的。事情总会好起来。  
我会掌握分寸的。我会控制我的怒火的。  
我会教他去  
问题既然发生了，我们大家都可以从中学会如何防止冲突。  
我会和他谈一谈的，并且会找到一些解决办法。  
我们会做得好的；我们大家都需要学会反复试验。  
每个人都会犯错误。  
我能够帮助  
她/他的突出才华是  
我是一个称职的家长，因为我能忍受  
大部分时间我都会保持镇静。  
和她/他在一起，我感到很愉快，特别是当我  
我很乐意（感谢）

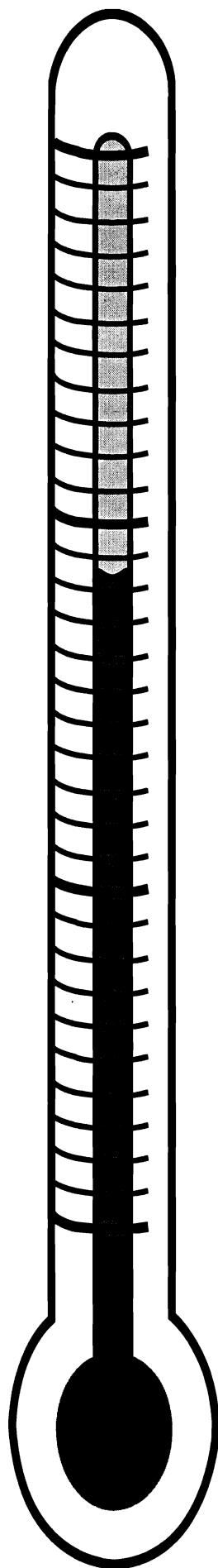
# Feelings

Furious  
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Irritated  
Anxious  
Worried

Alert/Interested  
Receptive/Open to  
Influence/Flexible  
Calm  
Happy  
Confident  
Content  
Loving/Affectionate



# Self-Talk

I'm so mad I could hurt...  
S/he deserves to be...  
S/he is no good/rotten.  
What did I do to deserve...  
It's not my fault; it's his/hers.  
S/he's just like...  
I was never like this.  
I think s/he'll end up in jail.  
I don't have time to deal with this.  
I'm a bad parent (partner). I'm hopeless  
Why me? This is too stressful.

It's not working to stay calm.  
It's useless...  
There's no point in doing anything for him/her.  
It never helps.  
No matter what I do, nothing changes.  
S/he just throws it back at me.  
I deserve this for what I did when...

My parents told me I was...(a criticism)  
What's going to happen when s/he's a teenager?  
I'm getting stressed; I need to take a personal time out.  
Maybe this is too much for me to handle.  
Maybe I'm not a good parent/spouse.  
I'm not sure I can do this.

When change occurs, it's supposed to get worse  
before it gets better.  
I can make a difference to our future.  
Stress is a normal part of any relationship.  
This stage won't last forever. Things will get better.  
I can handle this; I can control my anger.  
I can teach him to...  
Problems occur so we can all learn to manage conflict.  
I can talk to him about...and come up with some solutions.  
We'll manage; we all need learning trials.  
Everyone makes mistakes.  
I can help by...  
His/her positive qualities are...  
I'm a caring parent/partner because I'm trying by...  
I stay calm most of the time.  
I enjoy being with him/her, especially when we...  
I love (appreciate)...

## 对礼貌的建议

1. **说一说什么您能做和什么您想做。** 当可能时，避开涉及表达什么您不能做的内容。
2. **集中于面对正面问题。** 停止抱怨。凭想像的状况您的孩子试着洗碗但把地方弄了一地水。或想象一个父亲在准备晚餐但把厨房弄得乱七八糟。在这些状况里，成年人有一个选择：抱怨和挑剔或者消除抱怨和给予一个恰当的以主人公的精神表明。“†渍妊畊械耐女枷锤 ĭ 净多好啊。非常感谢花费时间做这些。(如果脏乱的厨房对父母是一个 × 很重要的争论点的话,她/他总能决定晚一点时间再讨论。)”
3. **删除自我挑剔。** 一个成年人先有吵架或发脾气然后再承认他/她做错了。他/她也许说，“我是一个极坏的父母，为什么我总是失控，和发脾气?或换成,他/她或许删除这些不好的并说,“我说错了，对不起。我能做些什么才能把事情做好:”“那不是一个好的主意，让我们想一个更好的主意“或许应有建设性的自述。重点是要集中错误的主意和活动,要接受付错误的责任，而不是贬低某一个人。每一个人都犯错，重要的是给孩子们适当条件下做个典范和为孩子们未来行为提供一个正面的选择。例如：家长或许说，“下次我将会试着保持平静”或者“再下一次我将去外面几分钟好过大发脾气。”
4. **面对现实而消除“旧的习惯”** 避免翻帐和摆脱旧的不合。这些方法只会将问题复杂化和提升每个人陷入愤怒程度。记住，“摆脱”倾向于很多人不懂得交流发生的问题。
5. **考虑其他人的需要和回顾重点。** 如果一个人发现他/她只是想着他们自己，这些均应消除。对于决定，更换，想着什么是一对夫妇/同伴或孩子的需要才是有用的。例如：“我担心如果是我花太多时间在婴儿身上而使他感到被忽略，或者我应找一个保母看婴儿这样我们可以出去。一个母亲能做到的对一个抱怨的孩子或者一对夫妇/同伴最有有力的答复是“†郑蕪铍吹搅四愕闹氏悖蕪颐悄茏鳌裁床拍苾故情更好？”

## Tips to Being Polite

1. **Say what you can do and what you want to do.** When possible, avoid statements referring to what you can't do.
2. **Focus on the positive.** Stop complaints. Imagine a situation where your child tries to clean up the dishes but gets water all over the floor. Or think about a father who makes dinner but leaves the kitchen in a mess. In these situations, the adult has a choice: to complain and criticize or to edit out the complaint and give an honest statement of appreciation for the effort made. "Gee, it's great to have the dishes all cleaned up. Thanks for taking the time to do that." (If a messy kitchen is an important issue for a parent, s/he can always decide to discuss it at a later time.)
3. **Edit self-criticisms.** An adult has a fight or loses his temper and then realizes that s/he was wrong. S/he might say, "I'm a rotten parent. Why do I always lose control and get angry?" Instead, s/he could edit these put-downs and say, "I was wrong for saying that. I'm sorry. What can I do to make things better?" "That wasn't a good idea. Let's think of a better idea," would also be constructive self-statements. The point is to focus on the mistaken ideas or actions, to accept responsibility for error but not to devalue oneself as a person. Everyone makes mistakes. It is important to model this attitude for children in an appropriate manner and provide positive alternatives for future behavior. For example, a parent might say, "Next time I'll try to stay calm" or "Another time I'll go outside for few minutes rather than get so angry."
4. **Focus on the present and edit out "old business."** Avoid digging up old events and unloading old conflicts. These tactics only complicate the problem and raise the anger level of everyone involved. Remember, "unloading" tends to occur most for people who don't communicate about problems as they arise.
5. **Think about the other person's needs and point of view.** If a person finds s/he is thinking only of him/herself those thoughts should be edited. It would be useful to decide, instead, to think about what one's spouse/partner or child needs. For example, "I wonder if he is feeling left out because the new baby is taking so much of my attention. Perhaps we should get a sitter for the baby and go out." One of the most powerful responses a parent can make to a complaining child or spouse/partner is, "Gee, I see your point. What can we do to make things better?"

# 对成年人问题 的解决

## 本周家庭活动

要做到：



- 写下一个您尝试去解决问题的状况,您自己或者与您的同伴。
- 将结果保存入解决问题清单的印刷品上。

注意: 开始用一个有关联的容易问题或者一个能处理的问题(例如：看什么电影)在进入一些复杂的问题前(例如：不满意您的人生)在问题完全解决后，用清单去回顾您的长处和弱点。

阅读：



- 复习 *The Incredible Years* 一书第十二章

# Problem Solving for Adults

## HOME ACTIVITIES FOR THE WEEK

### TO DO:



- **WRITE DOWN** a situation you attempt to problem solve, either by yourself or with a partner.
- **KEEP TRACK** of the result on the Problem-Solving Checklist handout.

Note: Start with a relatively easy issue or a manageable problem (e.g., what movie to watch), before going into the more complex issues (e.g., dissatisfaction with life). After problem solving is completed, use the checklist to review your strengths and weaknesses.

### READ:



- Handouts and **Chapter 12** in *The Incredible Years* book



## 帖在电冰箱上的提示

### 关于家庭问题的解决



Problem sharing

- 编一个解决问题会议的时间表。  
一次面对一个问题。
- 合作，相互援助地讨论问题。  
清楚问题的状况。  
表达感想但不要挑剔或埋怨。
- 可容纳问题的尺度。  
确定未来的方位。
- 要勇敢。
- 希望得到的行为状况。
- 做“我”表述。

#### 目标状况

总结概括问题。

保持实事求是表达方式的状况

#### 群策群力

保持开放，不要批评和挑剔建议。

鼓励很多可能性的想法建议

确定未来的方位。

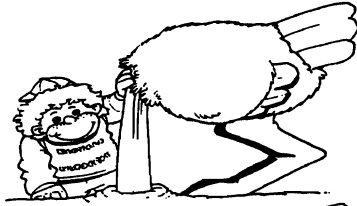
推迟细节。

#### 制订计划

- 回顾您的清单。
- 评价每一个实事求是解答。  
写下计划。
- 编下次会议的时间表。  
奖励您的努力。

## REFRIGERATOR NOTES

### ABOUT FAMILY PROBLEM-SOLVING



**Problem sharing**

- Schedule a meeting to problem-solve.
- Focus on one problem at a time.
- Collaborate, discussing problems mutually.
- State problem clearly.
- Express feelings but don't criticize or blame.
- Admit role in problem.
- Be future-oriented.
- Be brief.
- State desired behavior.
- Make "I" statements.

#### **Stating the Goal**

- Summarize the problem.
- State the goal in realistic terms.

#### **Brainstorming**

- Remain open—don't judge or criticize suggestions.
- Encourage imaginative suggestions-as many as possible.
- Be future-oriented.
- Postpone details.

#### **Making Plans**

- Review your list.
- Evaluate each solution realistically.
- Write down plan.
- Schedule next meeting.
- Praise your efforts.

## 印张 运用解决问题的方法来帮助您的孩子

行为不端的“倒退”是很普通的，所以要准备面对它们！倒退常常是由于家庭生活的变化或不同类型的危机而引发的原因（生病，亡故，假期，新工作，财政困难）。这些普通结果引发孩子们不正常行为。接下来的一些方法是将程序再恢复过来和再给您自己转机。

1. 当您感觉良好时，选一个时间和您的朋友，同伴讨论问题，或者一个人静静地思考。
2. 澄清什么是您想或不想要的您孩子的行为。
3. 将从一些问题中选主要的列出来，集中精力处理仅一些坚持性的问题。
4. 群策群力想一些可能性的答案（回顾那些印张）：
  - 加强  
(赞扬, 明确的奖励, 娱乐季节)
  - 管教  
(忽略, 短暂处罚, 剥夺待遇, 讨厌工作, 逻辑思维, 解决问题)
  - 帮助父母保持自控的方法  
(自语, 放松)
5. 评估1/2您能解决方法，并制定一个计划。
6. 显示每周的成绩，并当需要时修正计划。
7. 加强努力

**请记住：**这只是趋向于父母短期利益运用的策略（例如，靠喊叫而即得顺从，殴打或挑剔孩子）那样需有长期反面效果（让孩子学会用非暴力方法去解决问题，而取代喊叫或殴打）。

家长需要运用在经常赞扬和很关注的基层上改变您孩子行为的技巧，并且这些需要做大量的工作。经过大量工作后，不管怎样，这种怎样教导孩子正常行为地方法，建立最重要的群体的生活和促进孩子们好的自己形象的技巧。这有点象剔牙，为了长期利益，您需要想到不停的努力！

**Handout**  
**Use the Problem-Solving Approach to Help Your Child**

“Relapses” of misbehaviors are *normal*, so be prepared for them! Often a relapse is triggered by some type of crisis or change in family life (illness, death, vacation, new job, financial stress). This generally results in an increase in children’s inappropriate behaviors. The following are some ways to reinstate the program and get yourself on track again.

1. Set up a time when you are not upset to talk about the problem with your partner, a friend, or to think quietly on your own.
2. Clarify what child behaviors you want and don’t want.
3. List the problems from most to least important. Concentrate on dealing with only the most pressing problem.
4. Brainstorm as many solutions as possible (review handouts):
  - Reinforcements  
(praise, tangible rewards, play sessions)
  - Discipline  
(ignore, Time-Out, loss of privileges, work chores, logical consequences, problem solving)
  - Techniques that help parents maintain self-control  
(self-talk, relaxation)
5. Evaluate 1–2 solutions you can implement, and make a plan.
6. Monitor weekly progress, and revise the program when necessary.
7. Reinforce your efforts.

**Remember:** There is a tendency for parents to use strategies with short-term benefits (for example, obtaining immediate compliance by yelling, hitting or criticizing the child) that have long-term negative consequences (the child learns to yell and hit instead of using nonviolent approaches to solving problems). Parents need to use skills such as praising and ignoring literally hundreds of times in order to change children’s behavior, and this takes a lot of work. Over the long run, however, this approach teaches children how to behave appropriately, builds essential skills for getting along with others, and fosters children’s positive self-image. This is a little like flossing your teeth — you need to keep doing it to realize the long-term benefits!

印张

解决问题的清单

	是	不是
步骤 1: 订一个会议时间表	___	___
步骤 2: 阐明问题		
1. 一次面对一个问题	___	___
2. 正面的协作	___	___
3. 正面的状况	___	___
4. 表达感想	___	___
5. 对未来引导	___	___
6. 用“我”来表达的内容	___	___
步骤 3: 总结概括问题并且确定在每个人都明白问题的基础上制订计划。	___	___
记下问题		
_____		
_____		
步骤 4: 群策群力的解决方法	___	___
1. 保持开放	___	___
2. 要自由发挥,有创新的,诙谐的	___	___
3. 增加的数量	___	___
4. 推迟详细资料	___	___
步骤 5: 评价解决方法并制订计划	___	___
1. 回顾全部清单	___	___
2. 评价每个答案	___	___
3. 制订实事求是的计划	___	___
4. 记下计划	___	___
5. 制订下次会议的时间表	___	___
6. 赞扬共同努力	___	___
步骤 6: 制订接下来会议的时间表	___	___
1. 加强进展	___	___
2. 解答解决问题的计划	___	___

评价这个清单的每一项对您能加强一些方法将提高解决问题的会议。

**HANDOUT**

**PROBLEM-SOLVING CHECKLIST**

	<u>Yes</u>	<u>No</u>
Step 1: Schedule a meeting	___	___
Step 2: Define the problem	___	___
1. Focus on one problem at a time	___	___
2. Collaborate and be positive	___	___
3. State and be positive	___	___
4. Express feelings	___	___
5. Be future oriented	___	___
6. Make "I" statements	___	___
Step 3: Summarize the problem and goal in order to be sure everyone understands the problem	___	___
Write down the problem.		
_____		
_____		
Step 4: Brainstorm solutions	___	___
1. Remain open	___	___
2. Be wild, innovative, humorous	___	___
3. Increase quantity	___	___
4. Postpone details	___	___
Step 5: Evaluate solutions and make plans	___	___
1. Review the entire list	___	___
2. Evaluate each solution	___	___
3. Make realistic plans	___	___
4. Write down the plan	___	___
5. Schedule next meeting	___	___
6. Praise all efforts	___	___
Step 6: Schedule a follow up meeting	___	___
1. Reinforce progress	___	___
2. Refine problem solving plan	___	___

Evaluating your responses to the items on this checklist will highlight some of the ways you can improve your problem-solving meetings.

# 教您的孩子解决问题

## 本周家庭活动

要做到：

- 继续每天的阅读和游戏时间。
- 继续与同龄人一起游戏的聚会和赞扬好的游戏技巧。
- 运用 *Wally's* 在家侦察为解决问题的指南中的问题来与您的孩子讲解解决问题的方法。
- 鼓励您的孩子对于问题可用多种办法去解决。
- 从小组里打电话给您的好友。

阅读：

- 在 *The Incredible Years* 一书中第八章“教您的孩子解决问题”

# Teaching Your Child to Problem Solve

## HOME ACTIVITIES FOR THE WEEK

**TO DO:**



- **CONTINUE DAILY READING AND PLAY TIMES.**
- **CONTINUE PEER PLAY DATES AND PRAISE POSITIVE PLAY SKILLS.**
- Use some of the problems from *Wally's Detective Manual for Solving Problems at Home* to **TALK ABOUT SOLUTIONS** with your child.
- **ENCOURAGE** your child to think of as many solutions as possible to a problem.
- **CALL YOUR BUDDY** from the group.

**READ:**



- **Chapter Eight, "Teaching Children to Problem Solve,"** in *The Incredible Years* book.



## 帖在电冰箱上的提示

### 关于教孩子们 解决问题



- 鼓励您的孩子来参加“假定”或者“要是又怎样”的游戏关于普通多变化的问题的解决办法。
- 用故事，木偶,玩具,和卡通片来制造这些游戏更好玩和更刺激。
- 开始澄清问题解决方法。
- 帮助您的孩子区别复杂的想法。
- 鼓励您的孩子想象多种可能解决问题的办法。(群策群力)。
- 赞扬您的孩子的想象力和尝试去解决问题(记住，想象着问题才是重要，并非真正解决问题)。
- 凭您自己的创造性的行为和想象力去解决问题。
- 记住, 那是一个学习怎样去考虑批评性的争论的过程，好过只是给一个正确性的答案。

## REFRIGERATOR NOTES

### ABOUT TEACHING PROBLEM SOLVING TO CHILDREN



- Encourage your child to play the “suppose” or “what if” game concerning a variety of common problem situations.
- Use stories, puppets, toys, and cartoons to make these games fun and exciting.
- Start by clarifying the problem situation.
- Help your child identify the feelings involved.
- Encourage your child to think of as many solutions as possible (brainstorm).
- Praise your child’s thinking and attempts to solve the problem. (Remember, it is the thinking that is important, not the actual solution.)
- Model creative and imaginative solutions yourself.
- Remember, it is the process of learning how to think about conflict that is critical, rather than getting correct answers.



## 可能解决的问题

对他叫*	等一会儿	嘲笑他
看起来伤心或哭	忽略了他; 或 走开	到别的地方 去玩
拿开.*	打他*	告诉她不要 太伤心
询问他.	说请.	做一些好玩的
训练一些事.	道歉	从您的父母或 老师处得到帮助
讲解关于 您的感想	请求他	要求分享
给另外一个.	轮换	掷钱币
容纳错误.	首先镇静下来	告诉事实
给予赞美	是个好运动	说"不."
停止生气	要勇敢	原谅

\*这些是不恰当的解决问题的方法，鼓励孩子们考虑后果和做好另外好的后果的选择。



## POSSIBLE SOLUTIONS

Yell at him.*	Wait awhile.	Laugh at him.
Look sad or cry.	Ignore him; walk away.	Play somewhere else.
Take it.*	Hit him.*	Tell her not to be mad.
Ask him.	Say please.	Do something fun.
Trade something.	Apologize.	Get help from your parent or teacher.
Talk about your feelings.	Beg him.	Offer to share.
Get another one.	Take turns.	Flip a coin.
Admit mistake.	Calm down first.	Tell the truth.
Give compliment.	Be a good sport.	Say "no."
Stop your anger.	Be brave.	Forgive.

\*These are inappropriate solutions. Encourage children to think of consequences and to make another choice with a better consequence.

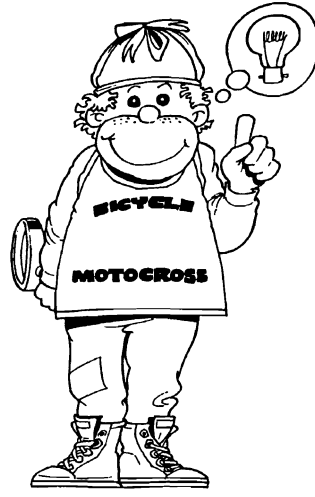
# Wally 解决问题的步骤

1 我的问题究竟在哪儿呢？



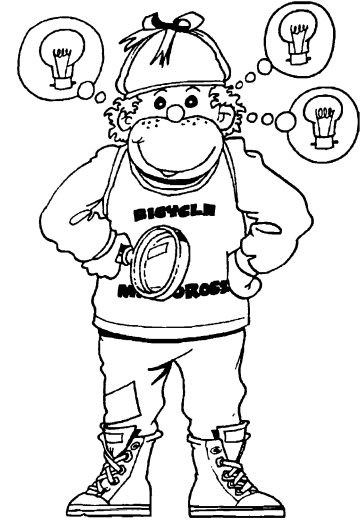
1 What is my problem?

2 有什么解决办法呢？



2 What is a solution?

3 还有什么解决办法呢？



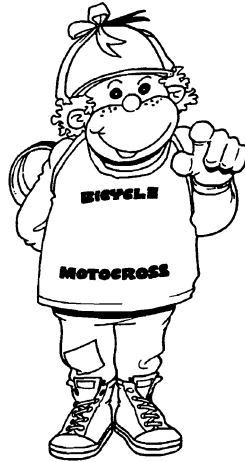
3 What are some other solutions?

4 下一步会怎样呢？



4 What happens next? (consequences)

5 怎样是最好的解决办法呢？



5 What is the best solution?

6 我能应用这个计划吗？



6 Can I use the plan?

7 我干了什么呀？



7 How did I do?

# Wally's Problem-Solving Steps



1 What is my problem?



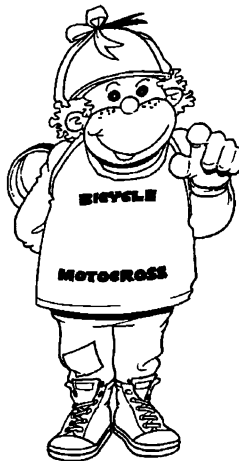
2 What is a solution?



3 What are some other solutions?



4 What happens next? (consequences)



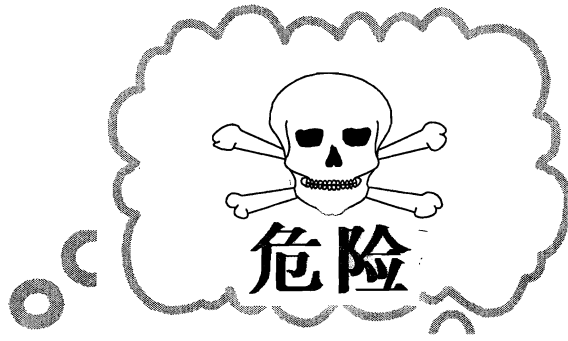
5 What is the best solution?



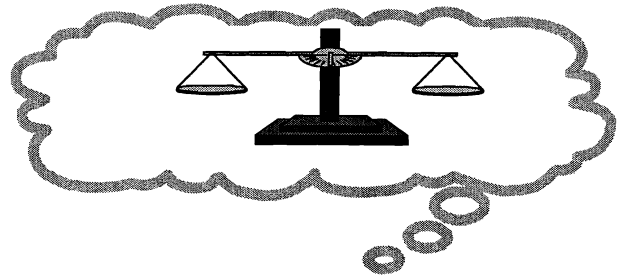
6 Can I use the plan?



7 How did I do?



我的答案可靠吗？



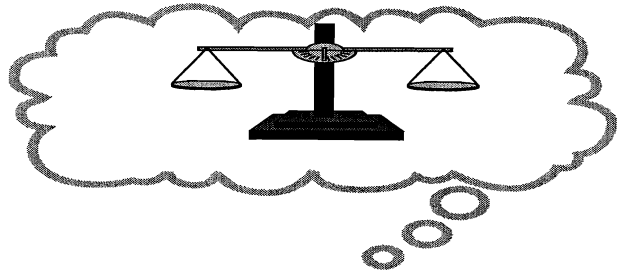
我的答案太遥远吗？



我的答案带来好的感想吗？



Is my solution safe?



Is my solution fair?



Does my solution lead to good feelings?



# 父母教孩子解决问题

## 本周家庭活动

要做到：

- 继续每天的阅读游戏时间。
- 选择一个问题的状况在那您的孩子好像对某事感到很悲伤，试着用解决问题的策略在这个计划中讨论。
- 继续运用一些增加的问题，从“Wally's 侦察指南中”去讨论解决的方法。

### 请记住

- 在一个学期中将不可能教您的孩子所有的解决问题的技巧，它将花费上百次学习训练和用很多的耐心。这甚至可能需要花更多的时间，当孩子正伤心或生气时，首先需要给他/她暂短的处罚在此基础上才可能在有帮助的讨论前使他/她冷静下来。

# Parents Teaching Children to Problem Solve

## HOME ACTIVITIES FOR THE WEEK

**TO DO:**



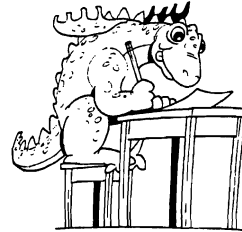
- **CONTINUE DAILY READING AND PLAY TIMES.**
- **CHOOSE** a problem situation where your child seems distressed about something and try to use the problem-solving strategies discussed in this program.
- **CONTINUE** to use some additional problems from “Wally's Detective Manual” to discuss solutions.

### REMEMBER

- One problem-solving session will not teach your child all these skills; it will take hundreds of learning trials and much patience. There may even be times when the child is so upset or angry that he/she first needs to go to Time Out in order to cool down before a discussion can be helpful.

## 帖在电冰箱上的提示

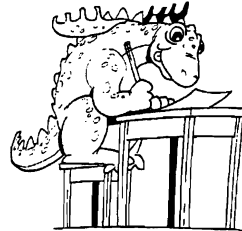
### 关于和孩子一起 解决问题



- 认识到您的孩子对问题的理解方式。
- 从您的孩子对问题的感触诱出答案并证实他的或她的感触。
- 引导您的孩子产生很多可能的问题的解决方法。
- 接受所有的您的孩子提供解决方法。需  
£ 非批评的和避免很快对问题下结论。
- 当您的孩子没有什么主意时，提供您自己创造性的解决方法。
- 鼓励您的孩子从其他人对问题的理解方式处，去考虑问题。
- 鼓励年长的孩子去评价每一个解决方法的后果，并选择最好的。(这安全吗？这公正吗？那能带来好的感觉吗?)
- 集中于帮助您的孩子懂得考虑策略比给明确的解决方法本质上要好的多。
- 奖励您的孩子在解决问题上的精神。
- 最后，但也是最重要的,提供您自己的大胆创造性的对问题的解决方法。那很可能是孩子观察父母讨论问题，产生可行的解决方法和评价什么可能是最好的解决方法的最丰富的学习经验。

## REFRIGERATOR NOTES

### ABOUT PROBLEM SOLVING WITH CHILDREN



- Discover your child's view of the problem.
- Elicit your child's feelings about the problem and validate his or her feelings.
- Guide your child to generate as many solutions as possible to the problem.
- Accept all the solutions offered by your child. Be noncritical and avoid quick judgments about solutions.
- Offer or model your own creative solutions when your child doesn't have any more.
- Encourage your child to think about the problem from the other person's point of view.
- Encourage older children to evaluate the consequences of each solution and make the best choice. (Is it safe? Is it fair? Does it lead to good feelings?)
- Focus on helping children learn a thinking strategy rather than the specific solution per se.
- Praise your child's efforts at problem-solving.
- Last, but most important, model your own thinking out loud about problem situations. It can be a rich learning experience for children to observe parents discussing a problem, generating possible solutions, and evaluating what the best solution might be.