

I Diffusers - Try them!

In many cases, you can diffuse challenging exchanges with a simple one or two word response (e.g., "I'm sorry," "I understand," "Probably so," "Nevertheless"). These four simple phrases or "diffusers," as we call them, provide a powerful way to deter or derail student challenges. They should be delivered matter-of-factly, without skipping-a-beat in your instruction. For example, if a student says, "This is boring," the teacher simply replies, "I'm sorry," or "Nevertheless" and continues teaching without interruption. There is no need to engage the student further at the time of the exchange.

Then later, when it is convenient for the teacher, the student can be pulled aside, spoken to, and receive a consequence, if appropriate.

Some Examples:

- I see that
- Good point
- Perhaps
- I feel you
- I understand your point
- Regardless
- Thank you for your observation
- You'll find out shortly
- Wait it gets better
- Huh
- That's interesting
- Yea
- Oh
- Fantastic
- Noted
- We certainly did
- I'll keep that in mind
- I understand where you're coming from
- I like the way you're thinking
- Oh your thinking
- Really
- Maybe so
- Oh snap
- Um okay
- So it is
- We'll check later
- I guess so
- Hold that thought
- I can smell what you're cooking
- Okay
- Interesting
- Still
- Just the same
- In the mean time
- Alright
- Fine
- I hear you
- Acknowledged
- Got it
- Moving on
- Duly noted
- That's another way to look at it
- Sorry you feel that way
- We can talk at recess
- We'll talk later
- Thanks for letting me know
- Thanks for sharing
- See your point
- I empathize
- That's right
- Love your thought process
- I appreciate your point of view
- Bummer
- Let the record show
- Think about it
- That's possible
- Right!
- Aha
- Good to know
- Roger

Source: *Remain Calm & Respond Right When A Student Challenge*.
Rick Dahlgren, Crisis Prevention Institute. 2020, p. 6.



https://www.crisisprevention.com/CPI/media/Media/Resource-Center/Free-Resources/PDF_AUCM.pdf