**“The Big Three” – Powerful Communication Tools**

The following three ideas are extremely powerful and effective ways to communicate with students. The beauty of their simplicity will be clear to you the first time you use them.

1. **When a student says, “I don’t know”…**

 **Say to him or her, “If you did know, what would it be?”**

1. **When a student says, “I can’t do this!” …**

**Say, “Okay, show me how CLOSE you can get!’**

Why does this work? The student knows he or she can do CLOSE, and will start working – **which is what we want**! In most cases, students find out that “close” is much closer to completion than they though possible for them.

1. **Never tell a student that something is “easy”…**

 **Say, “I agree with you; I think it is DIFFICULT too, and I BELIEVE you can do**

 **it!” Let’s keep working.**

This response is much better for building self-esteem as opposed to “It’s easy,” which

translates to “Everyone else can do it; why can’t you?”

