

# Wish Upon a STAR & Show Some CLASS Scenarios

Sue Anderson is Mark's mother. She enters the day camp environment in the morning obviously upset. She is holding a new backpack. She states that this is the third backpack this summer that she has had to purchase for Mark because it keeps getting lost in day camp. You know that it is Mark's responsibility to keep track of his belongings, but understand Sue's frustration. She is angry and as she shakes the backpack at you demands that you require Mark's counselor pay her back for this backpack since he is obviously not doing his job of taking care of Mark.



**C = Context:** Consider the physical setting, body language, and eye contact that is appropriate.

**L = Listen:** Stop, Take a Breath, And Relax. Upload positive energy and good will into yourself and download it into them – wish them well. Press your lips together. Now LISTEN, LISTEN, and LISTEN some more. Listen for the REAL problem. Respond with interest. Repeat Key Words. Say Tell Me More (TM<sup>3</sup>) – dig for more information.

**A = Acknowledge:** Acknowledge their feelings, emotions, situation, positive intention, and reality for them. Don't just say you understand – name it – demonstrate that you truly get it. Don't contradict, dismiss or argue with them. Decode their statements.

**S = Strategy** Take time to strategize. If they “lead with their solution” don't pick up that rope. State that you take this seriously and will take time to investigate, inquire and get more information before you can respond.

**S = Summary** After you have investigated (pretend that you have). Respond with information first – be a resource and source of knowledge. Practice using “Not THIS but THAT,” and “Feel, Felt Found.” Present a multi-modal action plan. Ask about any other issues. Establish a contract for next contact. Follow up and FLAP = Finish like a professional.

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Martin Walker is Carrie's father. The Walker family enrolled their daughter in a summer-long science camp, but they took a 1-week vacation last week and returned to the camp Monday morning. Monday afternoon Martin looks in his family folder and removed his bill. He approaches you, bill-in-hand. He states that he was billed for the last week even though they were on vacation and Carrie wasn't in the science camp. He states that "You people care more about money than my daughter if you don't even notice that she was not there last week" and demands that you remove the charges. You not only noticed that she wasn't there, but had many conversation with Carrie about her vacation – you have a strong relationship with his daughter and know many details about her trip, so this statement hurts your feelings a little. You also know that the policy states that a parent must give the office advance notice in writing if they will be taking a vacation in order not to be billed automatically by the computer. You also remember that the last time the Walkers took a vacation they did not give notice, but the office made an exception and removed the charges "THIS ONE TIME ONLY." You are unsure if he gave notice this time.



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Tim Johnson is Eddie's father. He has been on your web site and noticed a photograph of Eddie cleaning up in the dining hall. Mr. Johnson states that he pays you good money to send Eddie to your camp so that Eddie can participate in enriching and educational activities, not to do your and the custodian's job. He states that he is not going to PAY you if this is how Eddie is occupying his time with you. You believe that Eddie is doing his part, his share of the duties, his role in the camp community. You believe that he is developing a sense of responsibility and a sense of community.



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Pamela Henderson is Amy's mother. She comes to you and calmly asks to speak with you about something. It is apparent that she has been crying. She explains to you that Amy used to love coming to camp, but in a recent phone call, she told her mother that she doesn't like it and wants to go home. Amy complained that she is being bullied by another girl who used to be her best friend. Pamela tells you that her job is demanding and stressful and she needs to know that she is safe and happy in your camp. She states that Amy really loves her counselor and demands that you remove the other child from Amy's cabin. You know the two girls who sometimes get along great, but are possessive about their friendship with each other and sometimes fight – a classic love/hate friendship for girls their age.



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Walter Bannerman is J.J.'s father. You arrive back at the day camp site from a field trip 15 minutes late. You had asked the bus company to have you back at the site by 5:15 PM, but you put that you would return by 5:30 on the calendar to leave yourself an extra cushion of time. The bus was late and is now 5:45! There are many parents waiting when you arrive. Most are smiling and waving, but you can see from a distance that Mr. Bannerman is upset. He goes to his car and opens the door. As soon as J.J. gets out of the bus he shouts for him to get in the car, but J.J. must be signed out. You bring the sign out sheet to him for his convenience to help his departure go quickly. When you do so, he lets you have it. He states that J.J. is now late for soccer practice which he pays good money for and says that it is your fault. He demands that J.J. not go on any more field trips. Since everyone in camp must go on all field trips this is not an option for your camp.



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