

Conversation Pointers

At the beginning:

- Plan your conversation
- Always begin by asking how the student is.

Useful Sentences/phrases during a conversation:

- “This does not mean you are a bad student.”
- “It is obvious / I can see that you have been trying.”
- “I know that you are clever.”
- “I can see that you are trying to do the right thing.”
- “I know that you will be able to look at this situation in a mature way.”

Leading to the conclusion:

- “You have lots of potential.”
- “Your success is very important to us.”
- “I am looking forward to seeing your results next term.”
- “Let’s make a plan.”
- “Make a list of your next steps.”

Generally:

- Avoid the negative.
- Praise anything positive you have noticed in the student.
- Acknowledge a student’s difficulties.
- Guide the student to draw conclusions.
- Ask ‘what’ questions, e.g. “What do you think are the reasons this happened?” instead of “Why has this happened?”
- Remember the eye contact and body language are important.