

SOCIAL SKILLS OUTSIDE PRACTICE RECORD

Responding to Complaints

The steps are:

1. Look at the person and remain calm.
 2. Listen to the complaint, keeping an open mind.
 3. Repeat back what the person said.
 4. Accept responsibility and apologize if necessary.
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Name: _____ Date Assigned: _____

Person Assisting with Outside Practice: _____

Skill Being Practiced: _____

My Plan (brief description of assignment):

Practice Date: _____ Location: _____

Briefly describe what took place:

How effective were you at using the skill during the outside practice? Please check one:

- Not at all effective
- A little effective
- Moderately effective
- Very effective
- Highly effective