



⌘ Serve-and-Return is what the brain needs to feel secure, understand other people, and a sense of control

⌘ I AM SEEN / I AM HEARD

⌘ We never stop needing S&R!

Serve-and-Return

Us Time

- ⌘ 3-5 minutes of hard core Serve-and-Return
- ⌘ Scheduled: At a set time every day or week
- ⌘ Mandatory: It happens no matter what (even in the case of bad behavior)
- ⌘ Attentive: No other distractions around; you have each others' full attention

& What do we do?

- ⌘ Think of open-ended questions to ask each other
- ⌘ Ensure questions are random and non-threatening
- ⌘ Write them down and pick out of a hat/bowl

& What do I do?

- ⌘ Repeat back his answer
- ⌘ Rephrase what she said
- ⌘ Show genuine interest in what they've said; learn more
 - ⌘ *Cool/Interesting! Tell me more.*
 - ⌘ *And then what would you do?*

& What don't I do?

- ⌘ Try to give advice or teach her something
- ⌘ Ask questions in a judgmental tone

Us Time - Talk

- ⌘ Effective bosses know how to do relationships
- ⌘ Your kids' brain (and your brain!) needs serve-and-return to feel safe, secure, and ready to do the right thing.
- ⌘ **ACKNOWLEDGING** someone makes them feel **SEEN** and **HEARD**
- ⌘ I See You/I Hear You: Establish a special word, hand signal, or wink, and give it to your kid anytime (~5 times a day)
- ⌘ Us Time: Schedule 3-5 minutes together every day or week; **DESCRIBE**, **IMITATE**, **REFLECT**, and **REPEAT** what they say or do; do it no matter what!

Summary