

**A RULE is a dare to be broken
Whereas a procedure is not.**

**A PROCEDURE is a DO,
A step to be learned.**

...Harry Wong

- 1. Identify the task to be performed.**
- 2. Write step by step instructions on how to perform the task.
(What do you want it to look like and sound like?)**
- 3. Include when the task is to be performed.**

EXPLAIN -- DEMONSTRATE – PRACTICE –PRACTICE – PRACTICE!

A procedure is an opportunity to learn. If it is not followed, it does **NOT** have negative consequences. The logical result is to practice until it is done correctly giving a smile and positive encouragement. “ I care too much about you to accept less than your best.”

C.R.O.S.S.ROADS Decision-making Process:

- | | |
|---------------------------------|---|
| C – Choice | What is the choice I’m trying to make? |
| R – Reality | What is happening now? What would I like to happen? |
| O – Options | What are my options? |
| S – Select one and plan it out! | What are the steps to make it happen? |
| S - Start over | Begin C.R.O.S.S. process again as needed. |

Step by step instructions:
