**GLOBAL**

**TEEN CHALLENGE**



**COUNSELING**

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GLOBAL TEEN CHALLENGE

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# CONTENTS

Page

Pastoral counseling services at Teen Challenge 3

A Definition of Christian Counseling 4

A Biblical basis for counseling 4

Basic assumptions in biblical counseling 4

Goals of Christian counseling 6

Purposes of Christian counseling 6

Qualifications of a Teen Challenge counselor 7

Some ways counseling can be done in Teen Challenge 9

Guidelines for a formal counseling session 11

Techniques for effective counseling 11

Dangers to avoid in counseling 14

Sources consulted 15

Tactics to avoid accountability and to continue your present way of life 16

# GLOBAL TEEN CHALLENGE

### COUNSELING

**PASTORAL COUNSELING SERVICES AT TEEN CHALLENGE**

(Taken from the Global Teen Challenge Policies and Procedures Manual)

Teen Challenge fulfills its stated purpose primarily through religious discipleship training. If programs choose to employ general therapeutic vocabulary such as, but not limited to, therapy, patient, client, psychosocial, treatment plan, etc., they may do so at their own discretion but must adhere to the principles of biblical consistency. **Any and all issues of Teen Challenge discipleship counseling, direct and indirect, shall be consistent with biblical principles and done in a pastoral way.**

When a Teen Challenge center chooses to adapt specific tools or instruments (i.e. personality and temperament inventories, treatment plans, etc.), it shall be done in a biblically consistent manner using trained or certified personnel where appropriate.

**Counseling Standards**

1. Each student entering the program shall be assigned a counselor.

1. Counselors shall schedule a minimum of one session per week with their assigned students.
2. There shall be timely and regular documentation which records the nature and progress of counseling with each student.
3. Students shall not be permitted to seek counseling from any source other than Teen Challenge counselors. However, a student may, if approved in advance by designated staff personnel, seek counseling from outside sources in compliance with stated program policies and procedures.
4. If it is determined that the student requires a more in-depth counseling approach, the Program Director or his designee shall take the necessary course of action such as:
5. Seeking professional counseling services for the student,

(Christian counselors, psychologists, psychiatrists)

1. Referring the student to an outside agency or organization, and/or

(Learn what resources are available in your community)

c. Using other alternatives agreed upon by designated staff personnel.

(Temporary internment in another treatment center, outpatient treatment, etc.)

###### A DEFINITION OF CHRISTIAN COUNSELING

“Christian counseling may be broadly defined as a relationship in which one individual, by virtue of both spiritual and psychological insights, seeks to help another individual recognize, understand, and solve his or her own problems in accordance with the Word of God.” (Meier, Minirth, and Wichem).

Counseling is not something you do to someone,

counseling is not something you do for someone,

but counseling is something you do with someone.

###### THE BIBLICAL BASIS FOR COUNSELING

Isaiah 9:6 “And His name will be called…Counselor…” Christ is our example.

Romans 12:8 lists exhortation (paraklesis) as a gift that is given to believers. It means “coming alongside to help,” and implies activities such as admonishing, supporting, encouraging, guiding and instructing.

Proverbs 11:14 “Where there is no counsel the people fall, but in the multitude of counselors there is safety.”

Proverbs 12:15 “The way of a fool is right in his own eyes, but he who heeds counsel is wise.”

###### BASIC ASSUMPTIONS IN BIBLICAL COUNSELING

1. **God is love (I John 4:16), and God is truth (John 14:6).**

Accepting and experiencing God’s love and believing that truth sets men free.

1. **Most problems are related in some way to man’s spiritual condition.**

Since the Fall, man has been separated from God and has struggled.

Isaiah 59:2,3: “But your iniquities have separated you from your God; And your sins have hidden His face from you, so that He will not hear. For your hands are defiled with blood, and your fingers with iniquity; your lips have spoken lies, your tongue has muttered perversity.”

**3. A vital factor in achieving wholeness is a personal relationship with Christ.**

Jesus Christ is the total cure for the total man.

Psalms 147:3: “He heals the brokenhearted and binds up their wounds.”

Isaiah 55:7: “Let the wicked forsake his way, and the unrighteous man his thoughts, let him return to the Lord, and He will have mercy on him, and to our God, For He will abundantly pardon.”

1. **God hears and answers the prayers of his children.**

It is possible for believers to have an intimate, meaningful relationship with God through prayer.

Jeremiah 33:3: “ Call to me and I will answer you, and show you great and mighty things which you do not know.”

Philippians 4:6: “Be anxious for nothing, but in everything by prayer and supplication with thanksgiving, let your requests be made known to God.”

James 5:16b: “The effective, fervent prayer of a righteous man avails much.”

1. **The Holy Spirit draws men to God and reveals spiritual truth.**

John 14:26: “But the Helper, the Holy Spirit whom the Father will send in My name, He will teach you all things, and bring to your remembrance all things that I said to you.”

John 16:8,13: “And when He has come, He will convict the world of sin and of righteousness, and of judgment. However, when He, the Spirit of truth, has come, He will guide you into all truth; for He will not speak on His own authority, but whatever He hears He will speak; and He will tell you things to come.”

I Corinthians 2:10,11,14: “But God has revealed them to us through His Spirit. For the Spirit searches all things, yes, the deep things of God. For what man knows the things of a man except the spirit of the man which is in him? Even so no one knows the things of God except the Spirit of God. But the natural man does not receive the things of the Spirit of God, for they are foolishness to him, nor can he know them, because they are spiritually discerned.”

1. **Healthy relationships are the basis for mental, emotional, and spiritual health.**

A majority of man’s problems stem from problems with God, themselves, their families and their fellow man.

1. **Healing of the mind, emotions, and spirit is possible.**

II Corinthians 5:17: “Therefore, if an one is in Christ, he is a new creation; old things have passed away; behold, all things have become new.”

1. **Healing and wholeness are not possible without sound Bible teaching and obedience to the Word and will of God.**

Psalms 119:9,11,105,130,165 “How can a young man cleanse his way? By taking heed according to Your word. Your word I have hidden in my heart that I might not sin against you. Your word is a lamp unto my feet and a light to my path. The entrance of your words gives light; it gives understanding to the simple. Great peace have those who love your law, and nothing causes them to stumble.”

**9. Wholeness is not instantaneous, but it is a process.**

Colossians 2:6,7: “As you therefore have received Christ Jesus the Lord, so walk in Him, rooted and built up in Him and established in the faith, as you have been taught, abounding in it with thanksgiving.”

Romans 6:6,11-13: “Knowing this, that our old man was crucified with Him, that the body of sin might be done away with, that we should no longer be slaves of sin. Likewise you also, reckon yourselves to be dead indeed to sin, but alive to God in Christ Jesus our Lord. Therefore do not let sin reign in your mortal body, that you should obey it in its lusts. And do not present your members as instruments of unrighteousness to sin, but present yourselves to God as being alive from the dead, and your members as instruments of righteousness to God.”

Ephesians 4:17-32:

Putting to death the earthly nature (old man) may be understood as surrendering

thoughts, feelings, attitudes and actions which are contrary to the Word of God and

are negative to one’s overall well-being.

Putting on the new nature (new man) may be understood as gaining thoughts, feelings, attitudes and actions which are consistent with the Word of God and are

positive to one’s overall well-being.

###### GOALS OF CHRISTIAN COUNSELING

1. **Spiritual wholeness**

The goal is not (just) happiness but a real, personal thriving relationship with Christ.

1. **Emotional wholeness**

This comes about by developing the image and character of God within.

1. **Relational wholeness**

Wholeness in relation to God, parents, family, friends and the world.

###### PURPOSES OF CHRISTIAN COUNSELING

1. **It is structured to build a relationship of trust between the counselor and the student.**

This staff/student relationship provides **support** for the student’s desired growth and development in solving the problems of living.

1. **It provides a private, non-threatening atmosphere in which the student can openly express his feelings, thoughts, temptations, worries, etc. without reservations.**

Students **learn to communicate** feelings, thoughts, and attitudes honestly, accurately and effectively.

1. **It provides the opportunity for the student to receive individualized spiritual and practical guidance.**

It seeks to help students change negative behavior, attitudes, values and perceptions. It teaches responsibility and problem-solving skills.

1. **It helps the student gain personal insights that will help him in his spiritual, emotional and social growth.**

It seeks to stimulate self-understanding and growth, which should lead to **wholeness** in every area of their lives.

QUALIFICATIONS OF A TEEN CHALLENGE COUNSELOR

1. **An absolute assurance of their salvation.**

This is the highest and most important qualification.

II Timothy 1:12: “For this reason I also suffer these things; nevertheless I am not ashamed for I know whom I have believed and am persuaded that He is able to keep what I have committed to Him until that Day.”

I John 2:3: “Now by this we know that we know Him, if we keep his commandments.” 3:24: “Now he who keeps His commandments abides in Him, and He is him. And by this we know that He abides in us, by the Spirit whom He has given us.”

What have you personally experienced?

The counselor can only give out what God has given them-not so much education but revelation-personal experience!

1. **A victorious Christian life.**

TC staff are not perfect, but are overcoming Christians!

I John 3:3: “And everyone who has this hope in Him purifies himself, just as He is pure.”

Ephesians 4:1-3: “I, therefore, the prisoner of the Lord, beseech you to walk worthy of the calling with which you ere called, with all lowliness and gentleness, with longsuffering, bearing with one another in love, endeavoring to keep the unity of the Spirit in the bond of peace.”

I Corinthians 4:15,16: “For though you might have ten thousand instructors in Christ, yet you do not have many fathers; for in Christ Jesus I have begotten you through the gospel. Therefore I urge you, imitate me.”

We work from purity to greater purity. It is a process! PBPWMFGINFWMY!

Only those living up to a Biblical standard of holiness should be counselors.

1. **Emotional stability.**

Perfection is not a requirement, but emotional balance and stability are.

Staff should be a living example of the Fruit of the Spirit.

Galatians 5:22,23: “But the fruit of the Spirit is love, joy, peace, longsuffering, kindness, goodness, faithfulness, gentleness, self-control. Against such there is no law.”

1. **A compassionate, loving heart.**

Students will sense and respond to genuine warmth and sincere love.

I Corinthians 1:4: “I thank my God always concerning you for the grace of God which was given to you by Christ Jesus.”

I John 4:7,8: “Beloved, let us love one another, for love is of God; and everyone who loves is born of God and knows God. He who does not love does not know God, for God is love.”

TC graduates especially should have a heart for other addicts.

Those who did not come from addiction can develop a compassionate heart.

1. **An ability to empathize.**

This is the ability to see beyond the external, past the words and actions, and to imagine what the student is feeling and thinking. The focus is on understanding, not just “correcting.”

**6. A basic knowledge of the Word of God and fundamental Bible teachings.**

A solid foundation in basic theology as well as Scriptural answers for life’s problems

is essential.

II Timothy 2:15: “Be diligent to present yourself approved to God, a worker who does not need to be ashamed, rightly dividing the word of truth.” 3:16,17: “All scripture is given by inspiration of God, and is profitable for doctrine , for reproof, for correction, for instruction in righteousness, that the man of God may be complete, thoroughly equipped for every good work.”

(See “Counseling by the Scriptures,” by Don Wilkerson)

Intellectual **and** experimental knowledge of biblical truth are basic requirements

for an effective counselor. Bible School training is a big advantage.

Regular devotional **and** systematic study of God’s word are essential.

**7. A daily reliance on the Holy Spirit.**

Human knowledge and experience can only go so far.

John 14:26: “But the Helper, the Holy Spirit whom the Father will send in My name, He will teach you all things, and bring to your remembrance all things that I said to you.”

John 16:8,13: “And when He has come, He will convict the world of sin, and of righteousness, and of judgment.”

Romans 8:14: “For as many as are led by the Spirit of God, these are sons of God.”

I Corinthians 2:10,11: “But God has revealed them to us through His Spirit. For the Spirit searches all things, yes, the deep things of God. For what man knows the things of a man except the spirit of the man which is in him? Even so on one knows the things of God except the Spirit of God.”

**8. Some basic training in counseling**.

Take a training course, read a book, or attend a seminar to learn basic Christian counseling techniques.

Learn about the characteristics of a drug addict and various addictions.

Learn what additional resources are available.

Often the emphasis is on chapel, prayer, work and study. Some TC directors don’t allow staff to do counseling-so “unofficial” counselors will fill the need!

TO BE A COUNSELOR IS A SPECIAL CALLING, BUT ALMOST ALL TEEN CHALLENGE STAFF NEED TO DEVELOP COUNSELING SKILLS!

1. **An understanding of the value and importance of the “Body of Christ.”**

Teen Challenge staff must teach **and** model the blessings and responsibilities of being part of God’s family.

I Corinthians 12:20-22: “But now indeed there are many members, yet one body. And the eye cannot say to the hand, ‘I have no need of you’; nor again the head to the feet, ‘I have no need of you.’ No, much rather, those members of the body which seem to be weaker are necessary.”

Ecclesiastes 4:9,10: “Two are better than one, because they have a good reward for their labor. For if they fall, one will lift up his companion. But woe to him who is alone when he falls, For he has on one to help him up.”

Acts 3:1: “Now Peter and John went up together to the temple at the hour of prayer.”

1. **A willingness to become a spiritual “father.”**

I Corinthians 4:15, 16: “For though you might have ten thousand instructors in Christ, yet you do not have many fathers; for in Christ Jesus I have begotten you through the gospel. Therefore I urge you, imitate me.”

Understand the responsibility of being a role model 24 hours per day, 7 days a week.

Teen Challenge staff doesn’t have the luxury of a “bad day!”

Don’t just “preach,” but set an example for them to imitate.

Love them first and then they will listen to your counsel and accept your discipline.

1. **Knowledge of the Teen Challenge rules, policies and procedures and a consistency in explaining and enforcing them.**

Students learn quickly which counselor is “easier” to manipulate, convince, etc.

## SOME WAYS COUNSELING CAN BE DONE IN TEEN CHALLENGE

1. **Formal counseling sessions.**

Normally a one-hour session is scheduled once a week at a set time.

Each staff counselor is assigned a certain number of students.

A written report of the session becomes part of the student’s file.

Sitting with them sends a powerful message-YOU’RE IMPORTANT-to God and to me!

In a “vertical church” (normal) we enter, worship God, give our offering, and go home.

In a “horizontal/vertical church” (New Testament) believers met in homes in small groups and developed interpersonal relationships.

**Counseling develops relationships.** It develops accountability.

1. **Informal counseling sessions.**

It is done throughout the day, as needed.

It addresses an attitude, a rule infraction, etc. (do it on the side, privately)

Some staff are better than others are, but it must be developed by all staff.

Some of the best counselors don’t know they are counseling!

Sometimes after an infraction-let the student cool off first! (Let the staff cool off too!)

1. **Chapel and prayer counseling.**

Be available around the altar after the service. **Take time at the altar!**

Learn to know when the Holy Spirit is moving and convicting.

Learn to let the Holy Spirit pray and speak through you.

Make sure that at least once a week EVERY staff member is in a chapel service!

1. **“Know your sheep,” counseling.**

John 10:14: “I am the good Shepherd, and I know my sheep, and am known by my own.”

Parents (Fathers) who know their children should know when something is wrong!

WATCH what is going on! Develop “Holy Ghost Radar” so you can identify problems and address them before they get out of control!

Pray for the manifestation of spiritual gifts, i.e., discernment, knowledge, wisdom.

Learn to live and move in the Spirit!

1. **Crisis counseling.**

Often this is the only kind of counseling done in TC-only when there is a crisis!

It is important, but if that is the only way students can get attention, it may make them INVENT a crisis in order to be heard!

Be ready at all times to intervene, counsel, rebuke, advise, discipline, etc.

On-the-spot discussion of an incident can become a learning experience for those involved. They can be confronted with their attitudes and/or behaviors and the consequences and take steps toward change.

Guidelines for crisis counseling:

1. **Take immediate steps to diffuse the situation.**

Step between the agitated parties, remove the most aggravated person from the situation, and tell those involved to sit down or disperse, using a firm, authoritative tone of voice without screaming or yelling. Let everyone involved know that you are in control of the situation.

1. **It may be necessary to take some “time out” for everyone involved.**

Staff may need to instruct the party(ies) involved to slowly count to ten, take several deep breaths, or take a short walk.

1. **Call for the assistance of another staff person if necessary.**

This is important if there is the threat of violence or disruption of the program.

1. **d. Find out the facts.**
2. Listen to both (all) parties who are involved.
3. Try to get input from another staff person or other residents.
4. Proverbs 18:13: “He who answers a matter before he hears it, it is folly and shame to him.”

Clarify ambiguous issues.

1. **Try to determine the motivation**.

What provoked the crisis? Was it rebellion?

Was it deliberate or was it out of ignorance or weakness?

Was it provocation? Was it premeditated?

1. **Some situations need immediate action and others should be dealt with in**

**a more appropriate setting.**

Experience, counsel from other staff, and the guidance of the Holy Spirit will help staff decide to how each situation should be handled.

##### GUIDELINES FOR A FORMAL COUNSELING SESSION

1. Select a clean, quiet, private place where you will not be disturbed.
2. Find a place with a “friendly” atmosphere. The amount of light, color of the surroundings, temperature, and time of day, affect the mood of the session.
3. Provide a comfortable place to sit.
4. Allow proper personal “space” for the student.

##### TECHNIQUES FOR EFFECTIVE COUNSELING

1. “**Connecting**” The counselor must learn to “connect” by giving the student their undivided attention. This is communicated by:
2. Maintaining eye contact without staring
3. A relaxed physical posture
4. Natural, friendly gestures
5. Verbal communication that says, “I care,” “I’m here for you,” “I’m your friend.”

To be effective the counselor must communicate love, concern, genuineness, honesty and sincerity.

The counselor must put aside personal problems, feelings, etc., and focus on the student.

1. **Listening**

Develop a listening ear, not just watching eyes and a talking mouth!

Do you only say, “**I’m** **watching** you,” or “**I see** what you’re doing?

Do you hear the spoken and unspoken needs of students?

Listen to what is being said, and what IS NOT being said!

Sometimes things are not said because they are too deep and painful.

Ask questions, listen, be sensitive and wait until they are ready to open up. Don’t play “Ready or not here I come!”

Learn to WAIT during pauses, tears or uncomfortable stories.

Avoid disapproving or judgmental verbal or non-verbal responses even if shocking or offensive things are said.

**Reflective listening** is letting the student know you understand what they are going through. This can be communicated by saying, “You must feel…” or “That must be difficult…”

**Listen for “I’m hurting” signals.**

Some people have strange ways to signal that they need help, like breaking the rules, acting out, and rebelling.

Don’t just deal with the action, but try to determine what is behind it.

Often it is just the tip of the iceberg.

**3. Setting perimeters.**

Learn to set limits.There are some sordid details of student’s lives you do not need to hear. Be sure you aren’t encouraging “confessions” because you enjoy what you are hearing.

Learn what is confidential, what should be recorded in their file, and what needs to be shared with other staff.

**4. Questioning**

Ask questions that require more than a “yes” or “no” answer in order to get students to talk, like:

“What things are bothering you the most?”

“Why did you do that?”

“What were you thinking, or feeling?”

“What do you think the best solution is?”

“What have you learned at Teen Challenge about dealing with your situation?”

“What does the Word of God say about your situation?”  
As they answer the questions, students will often think about what is happening and come to correct, healthy conclusions.

1. **Confronting**

Ephesians 4:15 “Speaking the truth in love…”

It is important to make a clear honest statement describing the problem.

Students need to see how their conduct and/or attitudes look in the eyes of God.

Firm, loving and honest confrontation makes the student face their sin, failures, excuses, attitudes and behavior.

The counselor may say:

“It seems that the central issue here is.…”

“The problem is….”

“What are you willing to do about.…?”

“The Bible says….”

Students often suppress, deny or blame someone else for their problems.

(See Addendum, Tactics for Avoiding Accountability)

**6. Teaching**

A counseling situation gives the counselor the opportunity for teaching (giving information) as to what is right, correct, proper, biblical, etc.

Keep your Bible with you for reference if necessary.

II Timothy 3:16: “All scripture is given by inspiration of God, and is profitable for doctrine, for reproof, for correction, for instruction in righteousness.”

Counselors must always give godly, biblical instruction. If there is no obvious answer, it is not a sin to say “I don’t know,” or “I’ll have to ask someone.”

Many students just don’t know what is right!

Give relevant, accurate information that will help them solve their problem(s) and

help them mature in their Christian walk.

**7. Praying**

Start and end each session with prayer.

Be alert for opportunities to stop and pray about a situation during the session. Praying together about a specific need creates a spiritual bond and teaches students to take their problems to God.

Matthew 18:19: “Again I say to you that if two of you agree on earth concerning anything that they ask, it will be done for them by My Father in heaven.”

Teach students to “agree together” in prayer with a fellow believer.

James 5:16: “Confess your trespasses to one another and pray for one another, that you may be healed, The effective fervent prayer of a righteous man avails much.”

**8. Goal setting**

Identify two or three issues that need to be addressed and together with the student write out realistic goals to attain them.

Assign Scriptures, writing exercises, research, reading, etc. that address the issues.

Set target dates for the completion of each assignment.

Hold the student accountable for progress by evaluating his work at the next counseling session.

**9. Affirming**

Affirm a success, a victory, a lesson learned, whether it is physical, spiritual, social or academic. Count the blessings!

“I’m proud of you!” goes a long way toward building self-esteem.

**Instill hope!** Most students have failed so many times they have lost hope, and they should be continually reminded that there is hope that things will get (are getting) better! Hope is based on promises from God’s Word, and reinforced by affirming every sign of progress and change, even if it minimal.

**Always close on a positive note!**

**10. Disengaging**

After the session the counselor may need to ask God to cleanse his mind and heart if he has heard disturbing, ungodly, sensual or provoking things. He should carry nothing away from the counseling session that will taint, pollute or negatively influence his spirit.

###### DANGERS TO AVOID IN COUNSELING

1. **Don’t make ”deals” with students.** Don’t let them talk you into keeping “a secret” when they have done wrong. Be on guard if you hear, “You are the ONLY one who really understands me!” “You are the ONLY one who cares!”
2. **Don’t let a student undermine your loyalty** to the people, principles or rules of the program, even if you don’t agree completely with some rules. All staff must speak the same “language” and support one another, their leadership and the program.
3. **Don’t threaten or try to intimidate students.** Never say, “I can have you thrown out of the program.” (That decision should only be made by the program director and in consultation with other staff).
4. **Don’t entertain “cry babies.”** Do not agree or sympathize with a student who

constantly complains about the program, his colleagues, the work, other staff, etc.

Sometimes it helps to remind students where they were 2, 4, 6, or 9 months previously! Some times it is appropriate to tell them with love, “Deal with it!” “Grow up!” “Get over it!” or “Tell it to Jesus!”

1. **Don’t solve every problem for the student.** Over a period of time they must come to a place where they learn to solve problems, find solutions and seek God for answers to the problems of life.
2. **Don’t just visit.** Visiting is mutual sharing and there is an element of it in each session, but counseling is problem-centered, goal-directed conversation that focuses primarily on the needs of the student.

7. **Don’t get over-involved emotionally.** Do not make the student’s problems yours.

Leave their issues with them.

8. **Don’t violate confidentiality.**

Learn what needs to be discussed with other staff and/or leaders and what needs to be kept in confidence. Never discuss one student’s problems with other students.

1. **Don’t share intimate details of your life**, marriage, finances, temptations, struggles, etc., with students. Learn to set perimeters and stay within them.

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ADDENDUM

TACTICS TO AVOID ACCOUNTABILITY AND TO CONTINUE YOUR PRESENT WAY OF LIFE

1. Continually pointing out the inadequacies of others (like staff, colleagues, etc.).
2. Building yourself up by putting others down.
3. Telling others what you know they want to hear and not the truth.
4. Lying-Either by outright deception or omission (distorting the truth and disclosing only what benefits you).
5. Vagueness-using terms or expressions like, “Someone,” “I will think about it,” “Maybe,” “If I feel like it.”
6. Diverting attention away from yourself by introducing irrelevant information, asking unrelated questions, invoking racial/prejudice issues, etc.
7. Attempting to confuse others.
8. Minimizing the situation with, “I just got into a little trouble” or, “I don’t do it often.”
9. Agreeing or saying yes without really meaning it.
10. Silence.
11. Paying attention to only what suits you.
12. Making a big scene about a minor point.
13. Putting off doing something by saying, “I forgot.”
14. Putting others on the defensive by degrading, quibbling over words, getting angry or embarrassing them.
15. Total inattention.
16. Accusing others of misunderstanding.

**WHEN A STUDENT DISCOVERS THAT EFFORT, COMPETENCE AND RELIABILITY ARE USUALLY REWARDED; THEY WILL ACCOMPLISH WORTHWHILE THINGS WITHOUT USING TACTICS TO AVOID ACCOUNTABILITY.**