

HOW TO CORRECT

1. Determine if it really matters.
What difference will it make?
Is it important to correct him?
If not, don't do it; it can easily backfire.
2. Criticize in private
Frequently a person will admit his error and take helpful correction without hurt feelings -- but not if it is done in front of an audience.
3. Apologize for him.
Make an excuse for him so he can save face.
Let him know that there was a good reason for his doing it the wrong way.
For Example:
 I've seen Eagle Scouts make the same mistake"
 I've made the same mistake myself"
 It's easy to make such a mistake"
 I should have explained that to you"
4. Praise first before criticizing.
(i.e., pat him on the back before kicking him in the pants)
 "You are usually right about everything but..."
 "Good campers like you often make such mistakes"
 "You are so good about other things, what happened here?"
5. Focus on the act -- not the person.
Not what idiot did this but what thing was done wrong
It is a great temptation to point out a person's faults -- don't succumb.
6. Be specific about the error.
Never be vague... point out exactly what is wrong.
7. Point out what should be done to correct the situation --
Be specific about what the person can do to better his performance.
8. Follow up
Stop by later to reassure him -- by your presence -- that you are his friend
Let him know that the incident is closed -- by your SILENCE about the matter
Let him have an opportunity to ask questions and show that he is doing it right now
If he is doing the job right, be sure to compliment him

DON'T CORRECT -- HELP!

HINTS FOR HANDLING A GROUP

2. Don't start talking until you have the attention of the entire group. Just stand up and wait for the chatter to subside. Don't rap for attention. Someone will see you standing there, ready to begin, and will do the shushing for you.
3. Talk to the entire group. If you direct your attention exclusively to one or two you are eager to impress, the others will sense they are being ignored and start acting up to gain attention.
4. Don't let one person monopolize everyone's time.
5. Don't stand for whispering, talking or horseplay in your group. Stop and wait for the mannerless person to quit.
6. Don't "scold" -- just keep things so interesting that competition can't develop.
7. Never raise your voice to outshout someone who's trying to interrupt you. Keep talking till you've made your point -- but lower your voice. People will automatically strain to hear you and will tune out the loudmouth.
8. If things start to get out of hand -- stop -- then ask for cooperation, then go ahead.
9. Pause, occasionally, always at the end of a sentence to let your words sink in and to look around at your listeners.
10. NEVER allow anyone to stand behind you or peer over your shoulder.

To keep Scouts alert -- ASK QUESTIONS -- do this to keep their attention - not in order to embarrass anyone.

