

# **Social Skills Outside Practice Record**

## **Responding to Complaints**

The steps are:

Step 1. Look at the person and remain calm.

Step 2. Listen to the complaint, keeping an open mind.

Step 3. Repeat back what the person said.

Step 4. Accept responsibility and apologize if necessary.

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**Name:** \_\_\_\_\_ **Date Assigned:** \_\_\_\_\_

**Person Assisting with Outside Practice:**

**Skill Being Practiced:**

**Brief description of assignment (my plan):**

**Date practiced:** \_\_\_\_\_ **Location:** \_\_\_\_\_

**Briefly describe what took place:**

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

- 1. not at all effective
- 2. a little effective
- 3. moderately effective
- 4. very effective
- 5. highly effective