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.

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