



Supervisor Script & Nervous System Reset Plan

Who This Is For: School leaders, nonprofit supervisors, and youth program directors who coach staff through emotionally intense situations.

When To Use It: • After a stressful interaction • During a difficult feedback conversation • Team reflection meetings

Step 1: Regulate

Goal: Calm the nervous system before problem solving.

Leader prompts

- Take two slow breaths before starting the conversation.
- Use a calm tone and open posture.
- Start with acknowledgment.

Script: "That moment looked really intense. Let's take a second and slow it down."

Step 2: Relate

Goal: restore connection and understanding.

Leader prompts

- Ask open-ended questions.
- Validate effort.
- Normalize stress.

Script prompts

- "What felt hardest in that moment?"
- "What were you noticing in your body?"
- "What support might have helped?"

Step 3: Reason

Goal: plan for the next moment.

Leader prompts

- Focus on learning.
- Keep solutions simple.

Script prompts

- "What might help you pause next time?"
- "Is there a reset strategy we could try?"

Introduction to Staff

"Sometimes tough moments happen in our work with youth. When our nervous system gets activated, it becomes harder to respond in the way we want to. This tool helps us slow things down, talk through the moment, and plan for the next one. The goal is learning, not blame."