Before approaching a situation, you may find it helpful to remember these steps:

1. **STOP ... and Recognize**
   that this could be a situation in which you may be able to help.
   Is the parent **Overwhelmed? Preoccupied? Or Angry?**
   If the situation you’re observing makes you stop and take notice, then chances are that you could do something to help.

2. **TAKE A MOMENT ... and Get Ready**
   to step in. **Do whatever you need to remain calm.** You could take a deep breath, smile or think about what you might want to say or do. If you don’t feel up to stepping-in, be sure to get someone else who can help … like another co-worker or your supervisor.

3. **TRY “ONE KIND WORD” ... by Connecting with,**
   **Distracting or Assisting** the parent or child.
   You can make a difference just by saying *OneKindWord*, or by showing a kind gesture. Your actions may be all it takes to help a parent get through a difficult experience with their child and stop a situation from getting worse.

**Try some of these ideas when stepping in to help:**

- **CONNECT** with the parent by saying something like: “**It’s not easy, is it? Is there anything I can do to help?**” or “**I remember when my kids used to do that, too. Hang in there.**”

- **DISTRACT** attention away from the child. **Sometimes just your physical presence will help.** Move closer to the situation and keep your eye on things to make sure it doesn’t escalate. **Talk to the parent or child** (about anything—the weather, parenting, etc.) **You could also use humor** if you think it would be appropriate and helpful.

- **ASSIST** the parent by offering to help. **Sometimes an extra pair of hands is all that is needed.** You can offer to help clean a mess, if the child dropped, broke or knocked something down; or if a parent has more than one child with them, you can offer to stand with a child while the parent helps the other child calm down.

**And don’t forget that if at any time you are concerned for your safety or for the child or parent’s safety, you should STEP AWAY from the situation and alert a manager (if at a store or other public venue) or security.**