



Recommended Phrases for Computer Science TAs to Promote a Positive Motivational Climate

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Phrases to Prompt for Rubber Ducking and/or Provide Scaffolding

- *What are you working on?*
- *What have you done?*
- *What does your code do?*
- *What is the purpose of the code?*
- *Where is there an issue?*
- *What strategies can we think through before trying something?*
- *What do you know? What do you not know?*
- *Tell me more about ...*
- *What happened when you tried that?*
- *Can you walk me through your code line by line?*
- *Were there any examples of that in the textbook or lecture slides?*

Phrases for Mirroring and Active Listening

- *OK, I hear you saying..*
- *It sounds like...*
- *So, what I heard you say was...*
- *I hear you saying that it works when you...*
- *It sounded like you said...*

Phrases to Promote Self-Efficacy

Self-efficacy can be enhanced through **firsthand successes** (mastery experiences), **others' successes** (vicarious experiences), **verbal persuasion**, and **emotions** (physiological reactions) (Bandura, 1997).

Firsthand Successes

- *See, you were able to do it without me.*
- *You explained that really well. Nice job!*
- *This is very similar to that other piece of code that you already got working.*
- *You're on the right track here.*
- *You've figured out what the specific problem is here. That's usually the hardest part.*
- *You've made this code really readable. That's gonna help us figure this out.*
- *This is good, you've just got a little syntax in your way*

Other's Success

- *This is a common error that students make.*
- *This is often confusing to students in this class.*
- *That's a good question, other students often ask about that too.*
- *I had a hard time with this part of the assignment when I was taking the class, but I eventually got it.*

Verbal Persuasion

- *You can do this, you're doing great!*
- *I know you'll do well on future assignments if you just take your time and think through it like this.*
- *You're really getting this!*

Emotions

- *I can help you figure this out, what are you struggling with?*
- *What are you most worried about right now?*
- *Are you comfortable working here or is it better if we go over there where it's quieter?*

Phrases to Support a Growth Mindset

- *With time and effort, you'll get better at this.*
- *Keep working at it and you will get there.*
- *You don't have much experience with writing software yet, but you will if you keep working on it.*
- *You're putting in the time, but there are more effective strategies you can use.*

Phrases to Foster a Caring Environment

Reminders for forum (piazza) replies - Be kind and positive/office

- Acknowledge their questions, "I had that and others do, the best answer is in the course modules" (validate their question)
- "The video explains it really well."
- "It's easier if you watch the video."

- “It’s easier to look off a code example (from content pages) than me just telling you.”
- Code or a picture or a link is nice... sometimes our sentences are full of confusing jargon for them
- Please see @_____
- React the same way you would face-to-face, use softer words since you don’t have intonation.
- “I’m not sure right now let’s look at the content pages.”
- “Do you want to pull it up and we can look together.”

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