

Table 4.2: Ways to Respond to “I Don’t Know”

Reframe It	<ul style="list-style-type: none"> • If you did know, what might you say? • If you had to help a friend with a similar challenge, what would you suggest? • What do you know for sure won't work? (Ask the opposite.)
Try a Different Route	<ul style="list-style-type: none"> • OK, let's see if we can figure it out with a different question. • I can try to ask that a different way. • Where do you think you could look for help figuring this out?
Clarify	<ul style="list-style-type: none"> • Something got wonky here. Can you tell me more about feeling like you don't know? • It seems like something might have stolen your brain. Want me to ask again?
Offer Solutions	<ul style="list-style-type: none"> • Seems like this is tricky. Can I offer a few ideas? • I've worked with lots of students who get stuck here too. Can I tell you a few of their ideas?