

Caregiver *conversation* script cards.

Words ready to go for the conversations that catch new RBTs off guard.

HOW TO USE

Print, cut along the dashed lines, and keep the deck in your session bag. These aren't lines to recite word-for-word — they're the shape of a grounded answer, ready when a hard question lands. You're never leaving a caregiver empty-handed — you're making sure help comes from the right place.

THE PATTERN ON EVERY CARD *Acknowledge → stay with what you observed → route it up.*

1

Your all-purpose redirect line

When any question heads outside your scope:

"That's a great question for the BCBA. I'll let them know to reach out to you!"

2

"Can you do all the sessions? They like you so much more than the other RBT."

"I'm really glad we've built such a good connection! Scheduling is something your BCBA manages based on what's best for the whole team, so I'll let them know you'd like to talk it through. I'll also share some ideas with the BCBA about how I structure the sessions in case that's helpful."

Receive the compliment. Stay honest about what's in your control.

3

"They're still not talking. It doesn't seem like what you're doing is helping."

"I hear how frustrating that feels. Here's what I've noticed in our sessions related to communication, and I'll make sure this comes up with your BCBA so we can look at progress together."

Validate the frustration. Share only what you observed.

4

"I'm not sure about their Autism diagnosis. What do you think?"

"That's outside my scope, but I'll pass that on to my BCBA. What I can say is that the goals we're working on are individualized to your child's needs, regardless of diagnosis. Your BCBA can point you to the right person for diagnosis-specific questions."

Set the boundary. Address the concern underneath it.

5

"How long will we need ABA services for?"

"That's a great question, as our overall goal is for them to become more independent. ABA looks different for every child, since it's built around their specific goals and progress. Your BCBA is the best person to walk you through timelines and what to expect, so I'll make sure they follow up with you on that."

Acknowledge the question. Never estimate a timeline.

6

When asked to predict progress or promise results

"I can't predict exactly how things will unfold, but I can tell you what I saw today, and I'll make sure the BCBA hears your hopes for him so the team can talk it through with you."

Stay with today. Route the hopes up.

7

The 30–60 second session summary

What we worked on → one specific win → one growing skill → anything to practice (or "nothing tonight").

"Today we worked on requesting and transitions. She asked for help on her own three times, that was great to see. Transitions between activities are still building, so we practiced those a few times. She let me know when she needed a short break, and we honored that. Nothing you need to do tonight, I'll pass the details along to [BCBA]!"

8

Keeping warm boundaries

When a family reaches out personally or asks for something outside sessions:

"I really enjoy working with your family. For anything outside our sessions, the best path is through the clinic so the whole team stays in the loop."

Warmth and boundaries aren't in conflict.

9

When a caregiver is venting or worried

You don't need to agree or fix anything to make someone feel heard:

"That sounds really hard."

Acknowledge the emotion. Stay neutral about other providers. Then gently return to a goal you're working on.

*

Your own script

For the question you keep getting:

Acknowledge → stay with what you observed → route it up.