

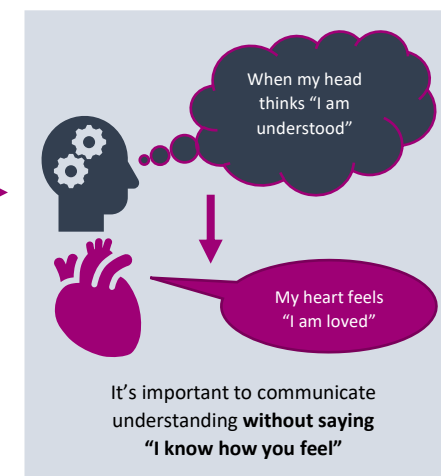
# Emotionally Friendly Communication

- what we say & how we say it matters ...

## SIMPLE STEPS TO WELLBEING

### 1 **WHAT:** ... 'Containing' Emotion

- Validating how children feel helps to 'normalise' their feelings, which reduces anxiety & feelings of judgement
- Empathising helps children feel understood
- Giving children/YP the words to help them tell their story so that they can make sense of what happens to them



### 2 **HOW:** ... by saying things like

**Contain**

*"It's hurtful when we feel that someone is laughing at us. Did you notice Johnny cracking a joke about his work?... I'm wondering whether that's what they were laughing at... what do you think?"*

*"It can be frustrating when..."*

*"It's hard to hear about something that has gone wrong sometimes. I always like the way you keep listening & talking to work out how to make things better."*

**Validate**

*"I think most people would feel disappointed if that happened to them"*

*"Lots of people would find that frustrating I think"*

*"Some people find it difficult when ..."*

**Empathise**

*"That sounds really difficult..."*

*"That sounds like a really challenging morning..."*

*"It can be frustrating when..."*

*"It's disappointing when..."*

*Practise using 1 at a time until each becomes part of your communication style*

### 3 **WHY:** ... this is important

- To strengthen our relationships despite 'lockdown'
- To develop feelings of safety & trust
- To increase child/YP engagement in online & face to face lessons
- To help children/YP regulate their emotions
- To reduce anxiety & potential situations of conflict

*Useful face to face & online*

**Name Emotions**

*- As much variety as possible...*

*"Frustrated" "Disappointed" "Sad"*

*"Euphoric" "Joyful" "Energised"*

*"Nervous" "Jealous" "Disgusted"*

*Sometimes we need to set limits for children. Look out for the next e-post to do this in an emotionally friendly way*