

# Emotionally Friendly Communication

- phrases that can support emotional safety

## SIMPLE STEPS TO WELLBEING

### 1 WHAT WE SAY & HOW WE SAY IT MATTERS

#### Welcome

*"Morning Amir, how did you get on at football last night?"*

*"Hi Shaneka, how lovely to see you, glad you're better"*

*"I'm so happy you were able to come"*

#### Hold in Mind

*"How did you get on in your maths test yesterday?"*

*"Good luck in the swimming gala tomorrow"*

*"I thought about you last night because it rained – did you get to play football?"*

*"I thought of you at the weekend – there was a really good programme on about ....."*

### 2 THESE PHRASES CAN HELP US BUILD TRUST

#### Goodbye

*"Bye Johnny, I hope you have a great time at football tonight"*

*"Bye Ranveer, we've had such a lovely day together today. Well done. See you tomorrow"*

*"Bye Sonia, have a great evening. I'll find out about that tonight & let you know tomorrow"*

## Supporting Emotion Regulation

#### Empathise

*"That sounds really difficult..."*

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

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

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

#### 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?"*

*"I know that fractions are a bit tricky. Do you remember how it was when we started learning subtraction & look how you've mastered that. With practise, this will be the same."*

*"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 ..."*

#### Name Emotions

- As much variety as possible...

*"Frustrated" "Disappointed" "Sad"*

*"Euphoric" "Joyful" "Energised"*

*"Nervous" "Jealous" "Disgusted"*

### 3 INCREASE EMOTION REGULATION

### 4 REDUCE CONFLICT

# Emotionally Friendly Communication

- phrases that can support recovery & repair

## Model

"I like the way you helped Toks tie her laces"  
"Sometimes it helps when we say sorry"  
"Saying sorry doesn't mean you did it on purpose, it means you're sorry it happened"  
"Thank you for sitting still and listening like we practised"

## Wonder

"I wonder if it would help if we ..."  
"I think ..."  
"I'm wondering whether ..."  
"Am I correct in thinking?"  
"Help me to understand"  
"I think I'd find that difficult – I wonder how it is for you."

## Encourage

"You're getting so much better at ..."  
"I agree, this is quite tricky. Luckily, when we practise, we can master anything. Shall we have another go?"  
"I agree, decimals are a bit tricky. Fortunately you're good at maths. Remember that multiplication was difficult at first. Now you're good at that. Decimals will be the same."

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CHOOSE  
1 BOX  
AT A TIME  
PRACTISE  
USING THE  
PHRASES  
MAKE THEM  
YOURS!

## Reassure

"Adults are here to be helpful"  
"School is a safe place"  
"Some things may seem different. Can you help me think of the things that are the same?"  
"I'm ready to help if you need it"

## Offering Guidance

## Guide – help problem-solve

"Do you have any thoughts about how we could ..."  
"I'm wondering how we could make things better ... what if we ..."  
"Help me to think of a good way to move this forward ..."

## Limit-set (if you need to)

"I know it's difficult when... it's not ok for someone to get kicked is it. I don't know about you, but I don't think I'd feel safe if I thought I'd get kicked when I came to school. How could we avoid that next time?"  
"I know it's frustrating playing football sometimes. It's a shame Sam got hurt isn't it. How could we help him to feel better? Yes, a cold compress would help. Sometimes it helps when we say sorry."

## Repair – help problem solve

"I'm wondering how we could make things better ... what if we try..."  
"Sometimes it helps when we say sorry"  
"Saying sorry doesn't mean you did it on purpose, it means you're sorry it happened"  
"Can you think of a way to help Siobhan's leg feel better/repair the broken game?"  
"Is there anything we could do differently next time do you think"  
"Help me to understand what happened"  
"I'm sorry that happened. We worked it out together though didn't we."

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AND HELP US  
INFLUENCE  
BEHAVIOUR CHANGE