

# 'WINS'

A helpful tool when approaching  
difficult conversations

You can remind the young person that it is okay to feel  
several emotions at once

## WONDER

I WONDER if you  
felt ignored or  
left out? Have I  
got that right?  
Tell me more  
about that.

## IMAGINE

I can IMAGINE  
that it was really  
upsetting for you,  
I would feel upset  
about that too.

## NOTICE

I NOTICED that  
what he said  
made you really  
angry. Can you  
tell me more  
about that?

## SOUNDS

It SOUNDS as  
though you are  
feeling anxious  
about that, is that  
right? What else  
are you feeling?