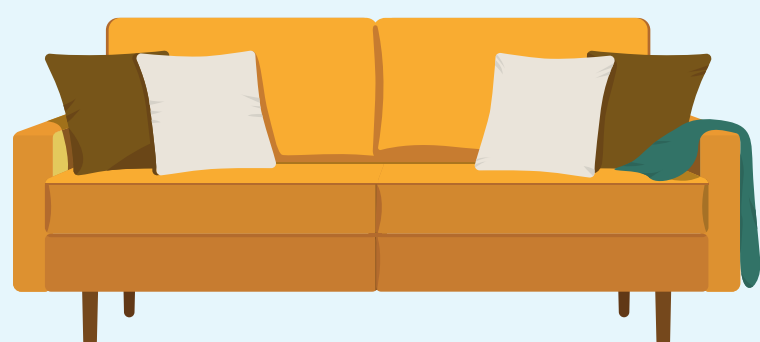


# ‘CHECKLIST’

A HELPFUL TOOL WHEN APPROACHING  
DIFFICULT CONVERSATIONS

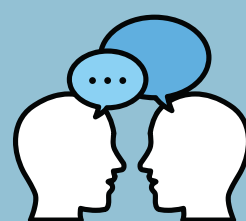
## ENVIRONMENT

·MAKE SURE YOU ARE IN A  
COMFORTABLE, PRIVATE SPACE



## BE OPEN

·ASK OPEN QUESTIONS (E.G.  
WHAT WAS THAT LIKE FOR YOU?)



## SUPPORT

·RECOGNISE THE CONVERSATION  
MIGHT BE HARD FOR THE  
STUDENT AND SHOWS A LOT OF  
COURAGE

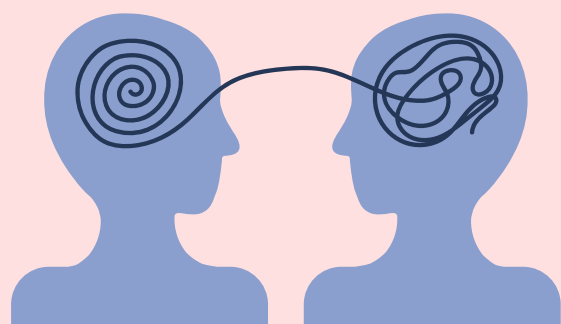


## CALM

·REMAIN CALM – THIS LET’S THE  
STUDENT KNOW THAT THEIR  
FEELINGS ARE MANAGEABLE



## ATTENTION



·GIVE THE STUDENT YOUR FULL  
ATTENTION

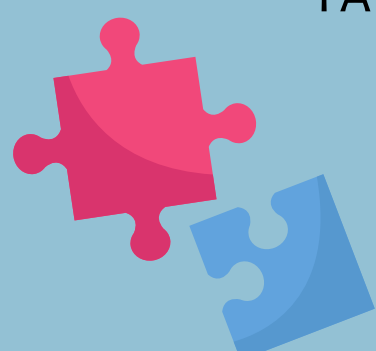
## TOGETHER

·COLLABORATIVELY PROBLEM  
SOLVE, IF NEEDED



## LISTEN

·SPEND MOST OF THE  
CONVERSATION LISTENING NOT  
TALKING



## VALIDATE



·ACKNOWLEDGE AND VALIDATE  
THE STUDENT’S FEELINGS

## SELF-CARE

LOOK AFTER YOURSELF, DO  
THINGS YOU ENJOY, STAY  
CONNECTED WITH PEOPLE,  
PLACES AND THINGS THAT  
SUPPORT YOU AND GIVE YOU JOY.  
RECOGNISE YOUR OWN LIMITS.

