

'KEY PRINCIPLES'

A helpful tool when approaching
difficult conversations

LISTENING

Listen curiously and with interest to what the young person is saying. Allow them to talk and repeat back key points.

EMPATHY

Try to imagine that persons perspective and experience. Dont minimise what the person is going through

VALIDATION

Express understanding and acceptance of the persons emotional experience. You can validate feelings without validating behaviour.

LABEL EMOTION

Verbalising what we think the person might be feeling can help them to feel heard. Be curious 'wondering aloud', rather than making judgments "you're miserable".

