

REMINDERS

Lower your voice



REMINDERS

Give a choice



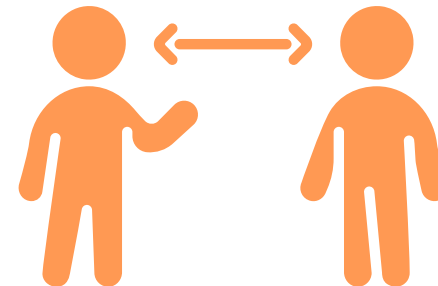
REMINDERS

Ask, "What would you help you right now?"



REMINDERS

Give personal space



REMINDERS

Say, "I can see where you're coming from."



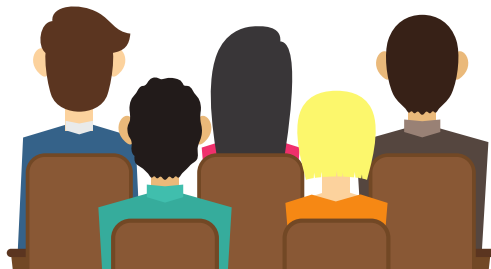
REMINDERS

Show that you are listening



REMINDERS

Remove the audience



REMINDERS

Say. "I want to help you."



REMINDERS

Say, "You can do this."

YOU CAN
DO IT!



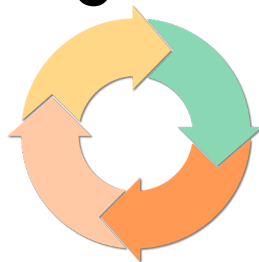
REMINDERS

Be willing to find a solution



REMINDERS

Offer to change the way you
are doing something



REMINDERS

Validate their thoughts



REMINDERS

Avoid over-reacting



REMINDERS

Use active listening



REMINDERS

**Let the person talk without
interuppting**



REMINDERS

**Offer to take a walk with the
person**



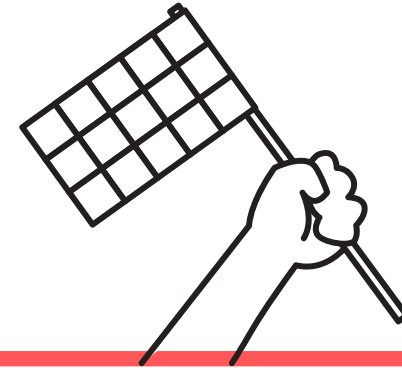
REMINDERS

Apologise for something you did wrong
or the way it was taken.



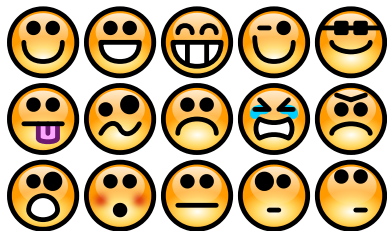
REMINDERS

Invite them to do a preferred
activity



REMINDERS

Ask if they can explain more
about how they're feeling



REMINDERS

Try to understand the
person's perspective



REMINDERS

Don't say, "calm down!"



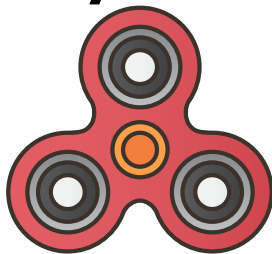
REMINDERS

Show empathy



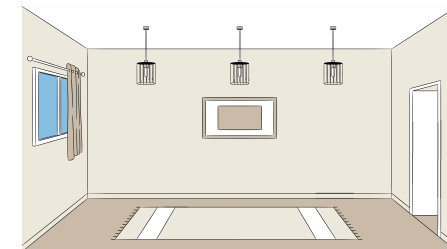
REMINDERS

Don't take items or personal property from them



REMINDERS

Give the person an "out" (letting them go to another room/walk away)



REMINDERS

Remind the person, "You're not in trouble."



REMINDERS

Tell the person, "I'm here for you."



REMINDERS

Be respectful in your tone



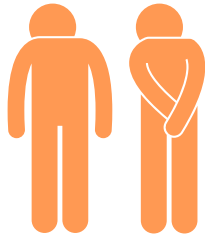
REMINDERS

Follow up in a safe space afterwards, identifying things to try in the future/talk through things - **WITHOUT judgement**



REMINDERS

**Be mindful of your body
language**



REMINDERS

**Avoid needing to get the last
word**



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