

IDEAS FOR SUPPORTING OTHERS

BE MINDFUL OF YOURSELF



- Ground yourself - take a few deep breaths to calm your body
- Pay attention to your body language
 - Maintain distance
 - Open arms
 - Make eye contact
 - Keep a calm, consistent voice and tone

LISTEN AND EMPATHISE

- See from their perspective
- Listen without judgement or bias
- Understand their feelings
- Communicate your understanding
 - “I understand that you are...”



WORK TOWARDS SOLUTION

- Express what you can and can't do
- What other suggestions or resources can you provide?



WATCH YOUR WORDS

- Pay attention to your own language, ensure you are speaking clearly and remove any “jargon” that might not be understood by everyone
- Try using “and” rather than “but” when explaining limits
 - “I can see you would like ____ *AND* we have a policy that doesn't allow for that at this point”



ASK FOR HELP

- Know your limits, ask a colleague or a supervisor for help
- Be willing to accept help from others