

Communicate calmly and simply

Keep messages simple and consistent. As challenging situations escalate and emotions heighten, calm logical processing ability is very diminished. This means ākonga will not be able to think or hear much.

- ✓ Slow down
- ✓ Be aware of your breathing, tone, pitch and speed of speech.
- ✓ Maintain a low, calm tone of voice.
- ✓ Communicate using appropriate words or visuals that are minimal, clear and explicit.
- ✓ Use supportive phrases – "I'm here to help. When you are ready, we can..."
- ✓ Actively listen – nod and repeat key phrases to show you hear what they are saying.
- ✓ Use visuals and gestures to communicate, such as an OK sign.
- ✓ Validate their emotions – "I can see you're feeling really frustrated."

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