

Be mindful of body language

Rehearse body language and positioning so that you can feel confident when responding in challenging situations.

For example:

- Maintain a calm presence and provide reassurance.
- Allow extra physical space between you.
- Approach or position from the side, rather than front on. This is less confronting.
- Keep an appropriate distance. Close enough to let ākonga know you're there, but making sure they don't feel trapped.
- Use appropriate eye contact. Direct eye contact can be challenging and intimidating.

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