## **Supporting Families in Crisis**

# **Useful** Tips & strategies

## How to validate someone's experience through language



Try not to	

#### Deflect

"That's awful. How's Ben doing at college now?"

#### Diminish

"Things are tough for everyone at the minute, I know of a family who only eat once a day."

#### Dismiss

"Calm down, it'll be ok."

#### Dish out (unwanted) advice

"Here's what I would do in your situation. I'm sure you will be fine."

#### **Directionally question-**

"You're ok right? It's been a month, are you feeling better now."

### Call out their courage

"Thanks for sharing that, I appreciate it may have been difficult."

Try to...

#### Clarify

"From what I'm hearing you're feeling..." "It sounds like you might be feeling worried about..."

#### Character Boosting (validate)

"That's a really difficult situation, I can see why you're upset." "This is a really difficult situation and Ithink you've shown a lot of strength and courage."

#### Convey you care

"You know yourselfbest, what do you think would be the most helpful for you right now"

"I want to help, what can I do in the time we have."

## **Breathing Exercises**



Find something square to focus on e.g a door/window/book or trace your finder

**Square Breathing** 

along the edges of something square



Breathe in as you count 1, 2, 3, 4 on the first side.



Breathe out as you count 1, 2, 3, 4 on next side.

Hold as you count 1, 2, 3, 4 on next side.

Keep your counting even and trace your finger along the 4 edges of a square object if it helps you to keep focus.



Repeat 3 times.

# **Useful** Tips & strategies

### **Breathe and Sigh**



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Breathe in through your nose.

Make a big sigh and drop your shoulders downwards as you breathe out through your mouth.

Repeat 4 times.

### **Slow Breaths**



Breathe in slowly while you count 1, 2, 3, 4.

Breathe out slowly while you count 4, 3, 2, 1

## **Grounding Techniques**

Acknowledgment	Distress Tolerance Skills	
Acknowledge 5 things that you 🍙 🝙		
can see around you.	<b>Activities</b> Enjoyable and/ or distracting activities	
Acknowledge 4 things that you can touch around you.	Thoughts	
Acknowledge 3 things that you	Occupying and diverting attention with other thoughts, such as by doing a puzzle	
Acknowledge 2 things that you	Senses	
can smell around you.	Stimulating physical sensations using multiple senses e.g holding an ice cube.	
Acknowledge 1 thing that you can taste around you.		

Mindfulness

Take a mindful walk - be aware of feeling your feet on the ground.



# **Useful** Tips & strategies

### Working with Parents and Carers



Have conversation with parent to see if there is anything they need support with

Non-blaming approach.

Important to empower families to voice their ideas, opinions and communicate effectively.

Important to understand the family.

Signpost or run training sessions in school around mental health to reduce the stigma which still can be attached to metal health/parenting support groups.

Ensure staff are kept up-to-date about internal and external services that support parents and carers and have a list of services to hand that parents can be signposted to for more specialist help.

Be respectful and warm.

Allow for them to understand you are here to support and not judge.

Actively listen to them.

## **Empathy and Compassion**

Actively listen and be present

Be self-compassionate - be kind to ourselves as this allows us to be compassionate to others.



Avoid assumptions.

Do not be judgemental.



Language to show you care and understand 'I understand this is a really difficult time for you right now' See page 1.





