

Caring

“Always let the young person know you are there for them. Make it known that your sole purpose is to help them and protect them.”

“Show the young person you care about them and protect them by giving them help and support. Let them know you are there for them to talk to and to protect them from further harm.”

“ Show you care by not judging, then maybe they might open up to you and tell you what you need to know.”

Messages from young people....

Working together

“Always make sure you and the young person work together to help find ways around their problems and come up with solutions.”

“Don’t involve anyone the young person doesn’t want you to.”

“Be helpful. Don’t push people past the limit to the extent where they don’t want to talk.”



How might the child / young person be feeling?

Scared

"They don't harm themselves with no emotion, they are scared and terrified at the concept."

Upset

"About what has happened to them / their family or what is going on at home or school."

Embarrassed

"They may think that they are being silly, but it is actually serious."

Worried / Anxious
"You don't know if they are anxious, so take it slow."

Angry

"Anger can be the key emotion towards self harm."

Lonely

"They might feel like they have nobody to talk to about their problems."

Helpless

"They could be in a situation that they want to fix or do something about but they can't"

Depressed

"They could be being bullied at school."



Messages from young people....

Honest and Open

“Make sure you are honest and open with the young person and help them realise what they are doing is not their fault and help them find ways around it.”

“If you don’t quite understand something they have said, tell them! Don’t nod and carry on.”

“If you say you’re going to do something, do it. If not, don’t say it!”



“Make sure children are aware that you might have to pass information on and keep reminding them of this...make sure it is explained.”

“Honesty is key. If you are honest with a child they will be honest with you.”

“If you are honest then the child may feel safe and tell you more information, then you can help them more.”

Messages from young people....

Listening

“Make sure the young person knows you are listening to them and make sure they understand you are there for them to talk to you.”

“When listening to the child, don’t take everything they say as it comes. Question more and find out the meaning behind what they are saying.”

“Treat them as a person and let them feel comfortable before you rush into talking about the problem “

“If you don’t listen or the young person doesn’t feel you are listening, then the young person will give up trying to talk and explain things.”

“Make sure you listen and take things in because then you can help more.”



Messages from young people....

Choices

“Make sure that the child / young person is involved in any choices concerning them e.g life, family, school, work.”

“Make sure the child understands the choices they have.”

“Give the child choices. Don’t force them to do something, because you will lose the bond and trust that you have.”

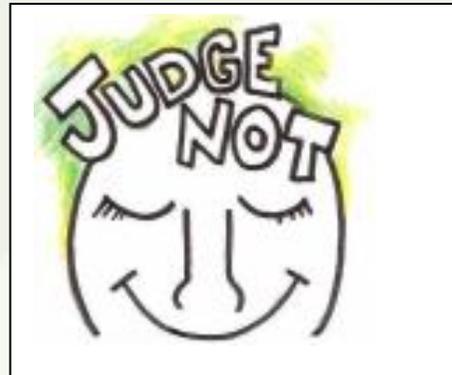
Non-judgemental

“Do not judge the child or young person because of something they are doing e.g self harm, and do not overreact when you find this out.”

“Do not overreact as the young person can feel really judged and this can have very bad consequences.”

“Try to understand and get to the bottom of things.”

“Think before you speak!”



“Ask how the young person is feeling. Don’t ask them “why are you doing this?” straight away. This could result in them completely shutting down.”

“Sometimes you have to understand the issue, because young people aren’t always going to tell you.”

“Don’t talk about what you understand. Educate yourself on a range of issues and then try and think about why it might be happening.”

“Be respectful about what you are saying and be careful what you say and how you say it because it could hurt the child’s feelings.”

Messages from young people....