

Talking 1 to 1 with young people

DO

Stay calm

Clarify issues of confidentiality with the young person

Encourage them to talk openly

Listen carefully to what they have to say

Be sensitive to how they are feeling

Keep your focus on the young person rather than their behaviour

Keep matters in perspective

Help them assess any risks in a realistic way

Help them explore their options

Explain the reasons for any concerns you have in simple language

Keep your faith in the young person

Only give information that you are sure is accurate

Offer to talk with them again if they wish

Seek advice and support if you feel you need it

DON'T

Over-react, or interrogate the young person

Promise to maintain confidentiality if you may not be able to do so later

Assume you have to do anything immediately

Moralise or undermine

Exaggerate the risks involved

Give inaccurate information

Expect young people to share your views

Make blanket generalisations

Offer immediate solutions as these will be yours, not the result of a true dialogue