



STEP 1 – Recognise, Understand, Validate and LABEL the feeling

Look for physical and verbal signs of the emotion being felt; Take on the child's/young person's perspective; Use words to reflect back child's emotion and help child/young person to label emotion

“You seem angry to me” or sad, upset, fed up etc....

“I can see you are feeling (angry).”

Affirm and empathise with the emotion; Allow to calm down

“I would feel (angry) if that happened to me”

“I get that you are (upset)”

“I can understand you're feeling (sad) ”

Anger Joy Surprise Fear Sadness Disgust

STEP 2 (lid is down) Problem Solving and Limit Setting

All Feelings are OK, Not all behavior OK (use behavior policy of setting if necessary/appropriate):

“Can you remember what happened to make you feel like that?”

“It's OK to feel like that but It's not ok to behave like that?”

“Can you think of a different way to deal with your feelings?”

‘What could you do differently next time?’

"Would you like to talk to someone further about how you are feeling?"

