



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

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

'You seem angry to me' or sad, upset, fed up etc

'I can see you are feeling (angry)

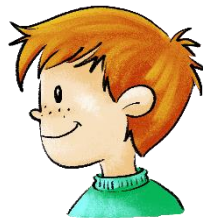
Affirm and empathise with the emotion; Allow to calm down

'I would feel (angry) if that happened to me'

'I get that you are angry'

'I can understand you're feeling (angry)'

Angry Anxious Surprised Worried Happy Sad Disgusted



STEP 2(lid is down)- Limit setting and Problem Solving

All feelings are OK, Not all behaviour OK

'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 with someone about how you are feeling?'