

C A R E

ASK



Say something like:

"It makes sense that you're struggling. What you're going through is really tough and things feel hard right now. They won't always be this way. I'm here with you to listen and help."

Getting this right is all about validation - that's letting a young person know that you hear what they have to say and understand their point of view. Validating a young person's experience is an important part of letting them know you're there for them.

When you're responding, try not to speak over them or jump to solutions. Give them time to speak, and repeat back what you've heard to show that you're really listening.