



CHANDLER UNIFIED SCHOOL DISTRICT CRISIS RESPONSE TEAM

EFFECTIVE COMMUNICATION WITH CHILD/TEENAGER

- STOP TALKING!
 - You cannot listen if you are talking.
- PUT THE CHILD/TEENAGER AT EASE
 - Help them feel they are free to express themselves. In other words, provide a permissive environment.
- SHOW THE CHILD/TEENAGER YOU WANT TO LISTEN
 - Look and act interested. Listen to understand, and then reply.
- GIVE YOUR UNDIVIDED ATTENTION
 - Stop whatever activity you are engaged in and put yourself at eye level (probably a sitting position).
- EMPATHIZE
 - Try to see the child's/teenager's point of view. See yourself in their place, with limited life experience.
- BE PATIENT
 - Do not rush the encounter and do not interrupt.
- CONTROL YOUR ANGER
 - Harsh words accompanied by a raised voice create defensive behavior.
- AVOID ARGUMENT AND CRITICISM
 - Arguments may end in a stand-off. Criticism creates deep, lasting hurts.
- ASK QUESTIONS-REQUEST CLARIFICATION
 - Help the child/teenager to develop their points. This encourages them and shows you care.
- STOP TALKING
 - The first and last rule for effective communications is to listen attentively.