



# SUPPORTING

## *Supporting means...*

That you are there emotionally, mentally and physically for the person. It also means helping them strive to achieve his/her goals.

## *What are some examples of supportive statements?*

- "You're not alone. I'm here for you."
- "We all make mistakes; don't be too harsh on yourself."
- "It's okay to take a break."
- "You will get through this and emerge stronger than before."



# ENCOURAGING

## *Encouraging means...*

That you are doing something to gently push the person to what he/she wants to achieve. It also means that you are giving them confidence to achieve what they want.

## *What are some examples of encouraging statements?*

- "I'm proud for you."
- "You can do it!"
- "I believe in you."
- "I've got your back."



# LISTENING

## *Listening to means...*

That you give your time and a listening ear to the person. It also means that make an effort to notice what they are talking about.

## *How do I show that I am listening?*

By...

- Sitting **Squarely**.
- Having an **Open** posture  
(try not to cross your arms and legs!)
- **Leaning** towards the person.
- Having and maintaining **Eye contact**.
- Being **Relaxed**.



# ACCEPTING

## *Being accepting means...*

That you do not judge whatever the person is doing/not doing, and that you do not say/do anything negative about it.

## *What situations should I be accepting of someone?*

When they...

- Confide in you about a serious matter.
- Are unable to do anything because they feel too tired, and they just want to rest.
- Are starting afresh and are trying their best to be a better person.



# TRUSTING

## *Trusting someone means...*

That you believe that the person will be able to do the right thing. It also means that you and the person treat each other equally.

## *What are some characteristics of a trustworthy person?*

They are...

- Genuine.
- Kind and caring.
- Humble.
- Able to respect other people's space and privacy.



# RESPECTING

## *Respecting means...*

Showing consideration of the person's feelings, wishes and rights. It also means treating them with admiration.

## *What are some characteristics of a respectful person?*

They are...

- Honest, and are willing to admit when they are wrong.
- Attentive, and listen to others when they are speaking.
- Polite, and treat others the way they want to be treated.



# NEGOTIATING DIFFERENCES

***Negotiating differences means...***

Coming to a common agreement when faced with an event that causes both you and the person to have different solutions.

***What are some situations that I ~~cannot~~/can negotiate differences with someone?***

When...

- ***When they are facing a crisis.***
- ***When you feel that the solution offered is unfair.***
- ***When you have to bribe the person to agree on the same solution as you.***
- ***When they are open to other suggestions and feedback.***