



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.**