



Havering
LONDON BOROUGH



LISTEN TO YOUNG PEOPLE

Get to know the young person, not the diagnosis

✓ You're not the expert on their life and experience. If you give them the chance, the young person will likely tell you the things you really need to know and how to help them.

Chat don't assess

✓ Listen carefully for the little details, the key insights, as these will help you understand what makes the young person tick.

Think positive cake support!

✓ Find out what the young person's favourite snack or cake is, then take it along. Show them you care.

Make space for the family to tell you their story

✓ Listen to those closest to them. People who love the young person can tell you so much.

Labels are for jars, not for people

✓ It helps to remember how hard it can be as a young person and think about the challenges you experienced at a similar age. Don't make snap judgements.

Arrange more bitesize catch ups

✓ Long meetings may be hard work for the young person. Meet them in their world, rather than yours, and arrange briefer chats over time. It's better for them than trying to cover everything in one meeting.

Take the time to really listen

✓ By carefully listening, you're valuing and affirming that young person. It can help to create a more positive and beneficial relationship.