

SENTENCE STARTERS	
	EMPATHISE • Wow, that sounds really hard. • You seem a bit down today. • I've noticed ...
	LABEL FEELINGS • I wonder if you're feeling ... ? • Are you saying that ... ? • It's okay to feel ... • I would feel ... if that happened to me. • I can see how (upset) ... you are about this. • I'm hearing how (frustrated) ... you are about this. • Let me see if I've got this right. You're feeling like
	SET LIMITS • Let's sit over here to discuss this. • What would be helpful right now? • It's okay to feel ... but it's not okay to
	HELP SOLVE THE PROBLEM • What did you want when things went wrong? • How will you feel if ...? • How will it make others feel? • Will it work if ... ? • What is the best thing that could happen if ...? • Sometimes acknowledgement is enough. • When appropriate, 'if this happens again what could you do?'

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Emotion

COACHING



- **Recognise and empathise with feelings**
- **Label and validate feelings**
- **Set limits on behaviour (if needed)**
- **Explore and agree on solutions for the problem**

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