



A Quick Guide to Supporting an upset Child or Young Person (2018)

Children and young people can get upset for a number of reasons, quite often the response from adults can be “*Stop Crying*”. This short guide offers ways to ensure a child or young person feels listened to, understood and respected. **Remember** to set boundaries around what they may tell you and ensure they know their views will be taken into account. Where the child or young person discloses abuse NEVER INVESTIGATE ANY ALLEGATIONS. Child protection procedures should always apply and a referral made in the usual way.

Things to say instead of “*Stop Crying*”:

1. *It's okay to be sad*
2. *This is really hard for you*
3. *I'm here with you*
4. *Tell me about it*
5. *I hear you*
6. *That was really scary, sad etc*
7. *I will help you work it out*
8. *I'm listening*
9. *I hear that you need space*
10. *I want to be here for you*
11. *It doesn't seem fair*
12. *I'll stay close so you can find me when you are ready*

IMPORTANT - If a child protection response is required please refer to your own agency procedures or visit <http://proceduresonline.com/westofscotland/>