

COMMUNICATION: THINGS TO SAY

AUTHOR(S):	Foundation for Jewish Camp & Westchester Jewish Community Services (Some information from Crisis Prevention Institute & National Council of Behavioral Health.)
SUMMARY:	Participants will discuss some helpful things to say, considering the impact of practicing verbal communication skills so they become habit. These skills can influence crisis de-escalation and support early intervention.
TOPIC(S):	Communication Skills, Leadership Development, Mental Health
AUDIENCE:	8-30 staff
SPACE:	Private area with space for writing and discussing
TIMING:	10-15 minutes
MATERIALS:	Pens and Paper Optional: Graphic of "What to Say instead of Stop Crying" (page 3)

COMMUNICATION: HELPFUL THINGS TO SAY

Review the list below and discuss questions below.

1. I understand and know exactly what you are going through. That happened to me last year.
2. I'm concerned about you.
3. You'll get over it. You've just gotta ignore it and get on with life.
4. Let's get a cup of tea.
5. Here we go again...
6. You'll feel differently tomorrow.
7. I had an aunt who experienced the same thing, and it was the worst time in her life!
8. I am here for you.
9. It's such a beautiful day outside. How can you feel so sad/this way?
10. How long have you been feeling like this?
11. If I were you, I'd feel like there's no point too.
12. Have you spoken to anyone about this before?
13. Pull yourself together.
14. Is someone bothering you?
15. You haven't been yourself lately. Is everything ok?
16. You've just got to face up to reality. Life is not a bed of roses.
17. Let's go for a walk and find a spot to sit.
18. PMS again?
19. Something seems to be bothering you. Do you want to talk about it?

Discuss:

- Which of these are helpful things to say, and which are not? Why or why not?
 - Do you agree or disagree with the "key" on the following page from WJCS? Helpful things are numbers 2, 4, 8, 10, 12, 14, 17, 19.
- How might you adjust some of these statements?
- Have you heard any of these before? How did you or someone else react to/handle the situation?
- Together, generate a few real-life camp scenarios, a list of what people typically default to saying, and a list of possible helpful things to say.

10 Things to Say instead of Stop Crying



1. It's ok 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.

I want to be here for you.

I'll stay close so you can find me when you're ready.

10. It doesn't feel fair