

PFA Tips

Providing Support to Students and Staff

"Teach Hope to All, Despair to None."
Abraham Lincoln

1

Key Considerations

- How am I building and maintaining rapport?
- Am I listening?
- What is it like for this student at the moment?
- Am I on the same page as this student?
- Do I understand what his/ her concerns are?
- Am I communicating that understanding to the student?
- What more can I do to try to get on the same page?

2

Opening Conversation - Listening and Showing Empathy

- Introduce yourself if student is new to you.
- How may I help you?
- What are the most important things I can help you with?
- Tell me about what is worrying you....
- I am hearing that you are worried about ...
- I understand your concerns - a lot of students feel that way.
- It is very normal to be sad, angry, upset, worried, frustrated....
- I hear what you are saying about....

3

Reflective and Clarifying Comments

- From what you're saying, I can see how you would be ...
- It sounds as if you're saying ...
- It seems that you are ...

4

Supportive Comments / Empowering Comments

- No wonder you feel ...
- It sounds really hard ... I'm really sorry this is such a tough time for you.
- It sounds as if you're being hard on yourself. We can talk more tomorrow if you'd like.

5

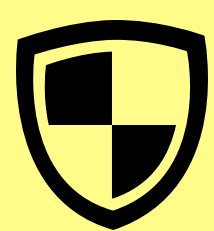
Listen, Protect, Connect, Model and Teach

Listen



- Establish rapport and convey empathy.
- Listen and pay attention to what they say and how they act (watch nonverbals)
- Let them express feelings and listen for cues that they are having a hard time.

Protect



- Re-establish feelings of physical and emotional safety.
- Maintain daily routines and structure with clear and consistent expectations and feedback.
- Answer questions simply and honestly (clear up confusion).
- Provide opportunities for students to talk, draw, and play.
- Talk to the students about what is being done by the school and community to keep everyone safe from harm.
- Watch for anything in the environment that could re-traumatize your students.

Connect



- Help students re-establish normal social relationships and connections with others.
- "Check-in" with students on a regular basis.
- Find resources that can offer support to your students and classroom.
- Keep communication open with parents, other teachers, coaches, etc.
- Encourage participation in school and community activities.
- Provide opportunities for students to work collaboratively with friends on projects.
- Empathize by allowing students more time to learn new material. Build on strengths.
- Remind students that major disasters, crises, and emergencies are rare. Discuss times they have felt safe.

Model and Teach



- Demonstrate that you can effectively cope with the stress despite the fear or loss you may experience.
- Demonstrate how people can come together to cope after a difficult situation.
- Be aware of your own thoughts, feelings, and reactions about the event.
- How you cope and behave after an event will influence how students cope and behave. Students are watching you for both verbal and nonverbal cues.
- Avoid having conversations students may hear.
- Cue students to use positive coping strategies.
- Help students problem-solve to get through each day successfully.
- Help students set small "doable" goals.

