Role and story cards.

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| **The person who is upset card** You are the person who is upset. You have a range of stories you can choose from. Read through these and decide which one to pick.Before you start the role playthink about:How your character is feelingWhat they might say Their tone of voice and body language. Your character might be doing something like wringing their hands or have their knees hugged up to their chest. After the role-play, think about:* Did you feel supported by the helper?
* Were there other questions you would like to have been asked, or another way the helper could have supported you better?
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| **The helper card**You are the helper (you might be the person’s friend or a passer-by). Your role is to comfort the person who is upset. Some ideas are below: * You might say that the person seems upset or unwell.
* Ask how they are feeling.
* They may not want to tell you at first. If they seem confused or unclear, keep what you say simple and remember that you might need to repeat yourself.
* Ask what has happened, how they feel, and if they need anything.
* You might not be able to do anything to make the problem go away, but listening and being understanding can be a big help.
* Don’t crowd their space but show that you want to help.

After the role play, the coach will give you some helpful feedback. The person who is upset will also say how they felt and if there was anything else they would have found useful. You could run the role play a second time, trying out their ideas or discuss how you might use their ideas in the future.  |

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**Story cards for the person who is upset –**

choose from one cards below.

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| When you were out with your mum, you saw somebody who was very unwell. You didn’t know how to help, but you told your mum she should call an ambulance, which she did. The unwell person was taken away in the ambulance. You feel shocked and also upset that you don’t know what has happened to the person.  |

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| During break time you were playing with your friend outside. When she was running, your friend tripped and fell onto a very sharp piece of fence and cut her leg. It was bleeding a lot. You helped her and called a teacher over. You felt okay at the time, but now you feel shocked after seeing the blood and your friend getting hurt.  |

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| You got the results back for a test that you studied really hard for. You thought you would get a really good mark, but it isn’t as good as you had expected. You’re really disappointed.  |

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| Your best friend who lives on your street, and who you see every day, is moving to another town. You are sad that you won’t see him/her as much, and worried that you won’t be able to stay friends if you live far apart.  |

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| There is a school trip that you really wanted to go on and that all your friends are going on. But your parents have said there is an important family event you have to go to instead, and that you can’t go on the trip. You are really sad not to go.  |

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| Your little brother was playing on the trampoline, when he jumped too high, fell off and bumped his head. You helped your dad to hold a bag of ice to his head and comfort him. The doctor has said he is okay, but that you need to keep an eye on him to make sure he doesn’t feel worse. You are worried about him.  |

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| Your pet cat, who you have had since you were a baby, has gone missing and you haven’t seen her for three days. You are really worried about her, as she doesn’t normally do this. |

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| The coach cardYour job is to watch the conversation, and make notes, thinking about what the helper is doing and saying. How do they speak to the person who is upset? What is their body language like?Don’t stop the role-play, let them finish. When they have finished, ask the person who was upset how they felt during the conversation and what was helpful. Suggest what the helper could do differently. They will do the role-play again, and this time you can stop them and make suggestions. You might like to start your coaching sentences like this:* Have you thought about trying …
* Could you develop that by …

Some advice you can give the helper:* Give people time to talk.
* Give them space and don't crowd them (they might not like a hug).
* Make eye contact but don't stare.
* Be still and relaxed.
* When you talk, use a calm voice – don’t shout or whisper and don't stop them or interrupt.
* Don’t say things like "Everything will be okay". After all, it might not be. And even if it is, that may not be how the person is feeling at that moment.
* Use phrases like, "mmm" and “I see”. This shows that you are listening and thinking about what they are saying.

Some things the helper should avoid:* Don't say things like, "I know just how you are feeling, the same thing happened to me".
* Don’t make jokes or try to get the person to see the funny side. Respect how they are feeling at the moment.
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