Role and story cards.

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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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| 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.
* Try not to 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:* Try not to say things like, "I know just how you are feeling, the same thing happened to me".
* Avoid making jokes or try to get the person to see the funny side. Respect how they are feeling at the moment.
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**Story cards for the person who is upset –**

choose from one cards below.

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

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

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

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| This person’s best friend who lives on their street, and who they see every day, is moving to another town. They are sad that they won’t see their best friend as much, and worried that they won’t be able to stay friends if they live far apart.  |

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

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

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