

# Resilience & Anxiety



## Calm, consistent use of language

The language we use is a powerful tool for promoting change

To help give clear, calm and consistent messages it might be helpful to have some scripted phrases. Bear in mind:

- Only say and do what you can realistically carry out
- It's not only what you say but also how you say it - staying calm and using a neutral tone will help

## What do we want to communicate?

### Acknowledge their Feelings

I can see that you are really worried about going to school, and that going in will feel really hard for you.

### Importance of school

I know it's hard but it has to happen

### Belief in child

I know going to school is a big worry for you. But I am here and we can be brave and do this together.

### We have a plan

This is what we will do tomorrow/this morning. Let's go through the steps of our plan.

### Expectation of success

Today after school you can choose something for dinner or we can do something fun together

### Recognise and praise success

I am so proud of how brave you are being, well done!

### Parents/carers and school working together

We will do whatever we can to help you get into school

### Bad times/feelings don't last

Remind them of the things they like about school  
"Remember yesterday you really enjoyed making a video with your friends"



**YOU GOT THIS!**

## What do you say when caught on the spot with a tricky question/statement?

- Why do I have to go to school?
- I'll go tomorrow
- I have a sore tummy/sore head
- I've not done my homework
- I don't want to do PE
- I don't like my teacher
- I'm too tired



1. Come back to what are you trying to communicate.

2. Acknowledge their feelings but you can also offer an alternative perspective.

3. Help them to problem solve.

### EXAMPLE

Your child has a sore tummy.

"It's not nice to have a sore tummy, sometimes when we are feeling worried it can make your tummy feel funny."

Suggest options:

"I could let your teacher know you have a sore tummy and they can keep a close eye on you"

"Our plan was to have breakfast together before school, will we do that next?"

