

Children's Mental Health Agenda - Information for Teachers and Pupils

Hands on Scotland - This Toolkit is a resource for anybody working with or caring for children and young people. It gives practical information and tools to help you respond helpfully to troubling behaviours and to help children and young people to flourish.

Visit Website: http://handsonscotland.co.uk/topics/troubling_behaviours_topic_frameset_list.htm

Aye Mind - Aims to improve the mental health and wellbeing of young people – by making better use of the internet, social media and mobile technologies. They are working with young people aged 13 to 21 to create and share a wide range of resources. They are also making a digital toolkit for all who work with young people too, to boost their ability to promote youth wellbeing.

Visit Website: ayemind.com

Mind Ed - Offers free, completely open access, online education in over 300 topics. The e-learning is applicable to a wide range of learners across the health, social care, education, criminal justice and community settings.

Our aim is to provide simple, clear guidance on children and young people's mental health, wellbeing and development to any adult working with children, young people and families, to help them support the development of young healthy minds.

Visit Website: <https://www.minded.org.uk>

Young Minds - Supports and informs professionals who work with children or young people, whether through paid employment or voluntary

work. They provide reliable information about common mental health and behaviour concerns in children and young people: symptoms; possible causes; what you can do to help; other resources and organisations you can contact for support.

Visit Website: http://www.youngminds.org.uk/training_services

Cool Heads - This booklet is especially for young people as they can experience and have to cope with different types of stress than adults. It looks at the kind of things that might be stressful to those aged between 12-16 year olds, and offers advice on how to deal with their feelings.

Visit Website: http://www.healthscotland.com/uploads/documents/1485-CoolHeads_1.pdf

Help lines and resources

Samaritans 116 123
Visit Website: www.samaritans.org

Child line 0800 1111
Visit Website: childline.org.uk

NSPCC 0808 800 5000
Visit Website: www.nspcc.org.uk

ChildLine 0800 1111
Visit Website: www.childline.org.uk

Young Minds 0808 802 5544
Visit Website: www.youngminds.org.uk

Young Scot 0808 801 0338
Visit Website: young.scot/information

East Ayrshire Council



Effective counselling techniques

Conversation Tips



A

Approach, ask and assist in a crisis

Ask the young person about concerns and assist with any crisis they are experiencing.

L

Listen non-judgmentally

Listen to the young person non-judgmentally at all times. Listen before offering options and resources, do not try to problem solve.

G

Give support and information

Give reassurance, emotional support, hope, practical and appropriate information.

E

Encourage appropriate professional help

Encourage professional help, if appropriate, and offer to assist the young person in getting the help they need.

E

Encourage other supports

Encourage seeking support of family, friends and others, as well as recommending support groups and internet.

Top Conversation Tips

Anyone can become an effective helper by learning to apply basic counselling techniques:-

Getting the environment right

Create a space to talk which is private and quiet. Get the message across that you have time to discuss their issues and that where possible the conversation will be private. However, it should be made clear early in the conversation that if you feel the person is at risk that you will need to pass this information onto your line manager. (Ensure you are aware of your organisation's child protection procedures). Sitting side on can be less threatening.

Getting the listening right

Make sure they know you are listening by:-

- Being attentive
Try not to interrupt when they are talking. Occasionally quietly saying 'yes', 'aha' or head nodding
- Body language
Maintain eye contact, look calm and caring
- Reflect back
Sum up what they are saying and ensure you are getting it right

Asking the right questions

- Try to ask open questions which cannot be answered by yes or no. For example:
'What are you feeling about this?'
'What are the advantages of doing things this way?'

- Avoid closed questions e.g.
'Are you sad?'
'Are you looking forward to going home?'

Be affirming

To encourage the flow of conversation it is important that you show respect by taking an accepting attitude. The message you are trying to get across is 'I have respect for your opinions and your view of the world.' This is not the same as saying that you agree with their views or actions and it is okay to make it clear that your opinion or view is different as long as it is done in a respectful way.

Limiting the advice

- Try to limit the direct advice that you give during the conversation. It is usually better to start with:
'What do you think is the best thing to do next?'
'What is the best way to resolve this situation?'
'Who can help you to resolve this?'

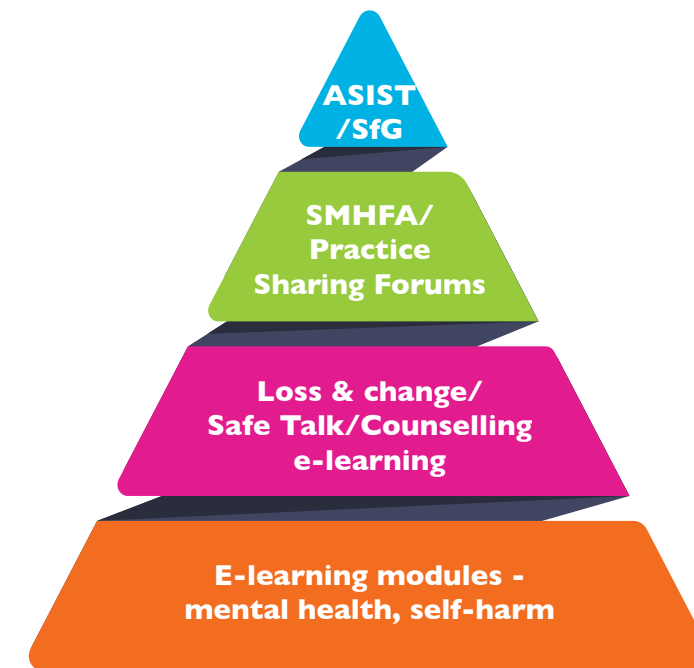
Make it work

Do not turn the conversation into an interrogation by asking too many questions. If the person is not ready to talk then it does not mean that you have failed. Let them know they can come back to you or talk to one of your colleagues.

Make sure that you recognise if you are getting out your depth. If your conversation reveals evidence of abuse seek advice from your line manager.

After a conversation with a young person make sure you take the time out to reflect and where appropriate discuss the issues with a colleague or supervisor.

Staff Training and Development (CLPL)



For free SMHFA Young People training
please contact: Catrina.O'Neil@east-ayrshire.gov.uk

