

# Importance of everyday language

## WELCOME

"I'm so happy to see you again"  
"I've really missed you"  
"I can't wait to get to know you"  
"Here's a job you can help me with"

## REASSURE

"School is a safe place"  
"Some things may look different, but let me tell you what has stayed the same"  
"I'm ready to help when you need me"

## HOLD IN MIND

"I remember how you really like..."  
"When I saw that on TV, it made me think of you"  
"I'll be back to check on you after..."

## WONDER

"I've noticed how you..."  
"I think you're telling me that..."  
"I want to check that I've understood what's going on"

## CONTAIN

"This is really hard for you"  
"I know this is a big ask"  
"It must be so frustrating when..."  
"I get that you don't want to hear what I'm saying. It must feel so unfair"

## REPAIR

"I still like you. That hasn't changed"  
"I'm sorry I didn't realise what happened"  
"Things went wrong but we got through it together"  
"What can we do differently next time?"

## MODEL

"I like how you're looking carefully and taking your time"  
"You're staying calm and having another go"  
"You asked for help just like we practised"

## ENCOURAGE

"You're getting better and better at..."  
"Now that we can do this, I wonder if we could try...?"  
"This is tricky, but if we try it a few more times I know you will get it".

**Language Matters:**  
**Words which**  
**Connect, Soothe**  
**and Nurture**

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