

### 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**