

KEY PHRASES AND STATEMENTS TO ENCOURAGE COMMUNICATION

How do I start?

"Tell me about your child."

"Tell me what's going on with your child."

"I know it can be hard to talk about, but I'd like to listen if you can talk about it."

The parent isn't talking.

"Is this a good time to talk?"

"Is there a better time to talk?"

"Whenever you're able to talk about it, I'd like to listen."

"If you decide that you'd like to talk later, I'd like to listen. My phone number is . . ."

I'm confused or don't understand the problem or disability.

"I'm not familiar with that term. What does it mean?"

"I haven't heard of that. What is it?"

"You've told me a lot. Let's figure out what is the first and most important thing to work on."

"I'm trying to understand, but I'm having trouble keeping up."

I want to help.

"What would help you get through this right now?"

"Is there anything I can do to help?"

"What do you really need or want right now that I can help with?"

"Can I call you again tomorrow and see how you're doing?"

"I can't say that I totally understand what you are going through but I care that you are going through it and would like to help."