Appendix 5

Dos and Don'ts when offering support	
Do	**Don't**
✓ Listen more than you speak to identify concerns	× Pressure a student to speak if they do not want to speak
✓ Ask gently probing questions	× Be judgmental
✓ Use open questions: when, where, what, who?	× Use technical terminology
✓ Acknowledge feelings and understanding of events	× Talk about yourself or personal issues or troubles
✓ Normalise emotions and reactions	× Give false promises or false assurances
✓ Recognise internal resources and capacity to cope	× Share someone else's story or experiences
✓ Be patient and calm	× Exploit the trust and confidentiality shared
✓ Allow processing and venting of emotions	
✓ Listen for student's options and help them make the choices.	
✓ Ensure confidentiality unless issues mentioned affect the safety of the individual or others	
✓ Ensure the **'Do no harm'** principle[1] is upheld	