## When emotions explode

## **Very Angry**

Stay
calm.
Stay safe.
Walk away
if possible and
try to wait until
you are both calm

## Frustrated, tense, but in control

Offer the young person a space to step out of the situation. Offer to lead them through some breathing exercises, or just give them some space.

## Calm

This is the time to ask questions, such as 'what happened there' or 'I noticed you were getting frustrated, what was going on'. Keep listening. You could ask 'how can I help you next time?'

