

# How to Have a Supportive Conversation with a Student: What to do and say

## APPROACH

- It's ok to ask during a one on one conversation and express concern.
- Be specific about the behaviour(s) that concern you.

Example:

I've noticed that you're been absent from class lately and I'm concerned about you.

## LISTEN

- Listen openly and non-judgmentally.

Example:

Can you tell me more? Is there anything I can do to help?

## SUPPORT

- Acknowledge the students' thoughts and feelings in a compassionate way.
- Offer hope and reassure the student you are concerned and want to help.

Example:

It sounds like you are feeling out of place. You're not alone and we have resources you can access.

## REFER

- Let the student know that there are resources available to them and offer to refer them to the Early Support program.

Example:

Connecting with resources can sometimes feel intimidating, but they are here to help you work towards your goals.

## IF A STUDENT SAYS "NO" TO A REFERRAL

- Respect the students' decision. Resources at CNC are voluntary, and accepting or refusing assistance is up to the student, except in emergency situations where the life of the student (or others) is in danger.
- Know the students' response to you is not personal and try to leave the door open for later consideration.

Example:

I respect your decision. I hope you will keep these resources in mind. My door is always open.