Yellow Bench



What responding with care and understanding might sound like

When someone is going through a difficult time, you do not need to have the perfect words. Often, simple, genuine responses can help people feel heard, respected and supported. Here are some examples of what a caring response might sound like.

When someone shares something difficult

- "That sounds really hard."
- "Thank you for telling me."
- "I'm glad you felt comfortable sharing that with me."
- "That sounds like a lot to carry."
- "I can see this is important to you."

When someone seems overwhelmed

- "Let's take this one step at a time."
- "You don't have to figure everything out today."
- "What feels most important right now?"
- "What would be helpful for you at the moment?"
- "We can take things slowly."

When you want to understand more

- "Can you tell me a little more about that?"
- "What has that been like for you?"
- "How has that been affecting you?"
- "What has been the hardest part?"
- "What would you like me to understand?"

When you want to support someone's choices

- "What would feel helpful right now?"
- "Would you like me to listen, or help think through some options?"
- "Is there someone you would like me to contact?"
- "What has helped you in the past?"
- "How would you like me to support you?"

When someone feels alone

- "You don't have to go through this on your own."
- "I'm here for you."
- "Let's stay connected."
- "I'll check in with you again."
- "You matter to me."

When you want to encourage hope

- "You don't have to face everything at once."
- "Support is available."
- "Things may not always feel this way."
- "We'll focus on the next step."
- "There are people who care about you."

A few things to remember

You do not need to have all the answers.
You do not need to fix the situation.
You do not need to know exactly what to say.
Being calm, present and willing to listen can make a meaningful difference.
Sometimes the most helpful words are the simplest ones.

Important

You are not expected to manage a serious or unsafe situation on your own.
Getting extra help is part of supporting someone safely.



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Empowerment

How can you help others feel capable and confident?
Empowerment is about helping people recognise their strengths, make choices and have a sense of control over their lives. Rather than taking over, empowerment often means standing beside someone as they find their own way forward.

Ask yourself:

- Am I supporting others to make their own choices?
- How do I help people recognise their strengths?
- Who may need encouragement or practical support to take the next step?
- Do I create opportunities for others to have a voice?

Things to try:

- Ask people what support they need rather than assuming.
- Encourage decision-making and independence.
- Recognise effort as well as achievement.
- Share information, opportunities and resources.
- Help people identify what is within their control.

Culture & Belonging

How can you help others feel that they belong?
A sense of belonging helps people feel accepted, respected and connected to something bigger than themselves. For many people, belonging is shaped by family, culture, community, spirituality, language, traditions, identity and shared experiences. When people feel they belong, they are more likely to feel safe, valued and supported.

Ask yourself:

- Who in my life may be feeling disconnected from their community or culture?
- How do I help others feel welcomed, included and accepted?
- Am I curious about and respectful of other people's backgrounds and experiences?
- What communities, traditions or connections are important to the people around me?
- How can I create spaces where others feel safe to be themselves?

Things to try:

- Take an interest in someone's culture, background or story.
- Invite people to share traditions, experiences or perspectives that are important to them.
- Include others in gatherings, activities and conversations.
- Attend cultural or community events with curiosity and respect.
- Create opportunities for people to connect with what matters most to them.
- Help people feel seen, heard and valued for who they are.



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