



EXAMPLES OF SHORT TERM INTERACTIONS USING A TI LENS

WHOLEHEARTED COMMUNICATION

RESPECT



Introduce yourself, explaining your role, share which pronouns you use and provide clear information about what to expect regarding any process they are going through.

EFFECTIVE COMMUNICATION



Practice active listening, ask questions in a curious, non-judgmental manner, providing information in a developmentally appropriate manner in the child's preferred language, and be mindful of your tone, body language and nonverbal cues.

VALIDATION AND COMPASSION



Recognizing that children's feelings are valid, demonstrating compassion and patience and providing positive reinforcement of behaviours that demonstrate resilience.

CONTROL AND CHOICE



Let children and families know they have control and choices in the matters that pertain to them. Remember that safety opens up the opportunity to learn.