



## 3-step communication

### Step 1: Explore the teen's universe

Listening to your teenager also means paying attention to what they're saying and taking the time to understand their experience before finding solutions. So how do you do this?

- First, ask your teen about their understanding of a given situation. "What do you understand about what happened? How did you feel?"
- Then validate and be receptive to the teen's feelings. ("I understand that you're sad or are upset.")

Finally, guide them in finding solutions and ways to feel better within the situation ("What solutions do you think there are to this problem?")

### Step 2: Relate to the teen

That's when you tell the teen that you understand their situation and that you are there to help them.

### Step 3: Share your experience as a parent and provide support

It is then the parent's turn to give their opinion regarding the situation.

- The parent can now share their perspective and understanding of the situation before validating it with the teen.
- The parent clarifies their own intentions and expectations, delimiting what is acceptable and what is not. ("I understand why you feel this way, but I don't accept this behaviour. I want us to find a way to maintain respect.")
- The parent focus on empowering the teenager so they feel involved in finding a solution to feel better. They may have already identified some winning solutions. If so, the parent congratulate them and encourage them to put them into action. Depending on the teen's age, it might be necessary to give them a few suggestions.

Inspired by communication in 8: MILLOT, Florence (2017). *Il y a des monstres sous mon lit. Aidez votre enfant à vaincre ses peurs*. Éditions hachette. 260 pages