



We are curious about the experiences of our families and what this means for them now





Relationships are  
prioritised in  
everything we do



We see behaviour  
as a communication



We recognise that a sense of safety is the foundation of all learning and exploration




We regulate before  
using reasoning  
and make space  
for reparation





Everyone has a story. Show curiosity, it might help you to understand.



A large iceberg is shown floating in a blue ocean under a blue sky with scattered white clouds. The tip of the iceberg is above the water, while the much larger, jagged base is submerged below the surface. A white, rounded rectangular box is overlaid on the right side of the image, containing text.

Look beyond the  
surface of the  
problematic behaviour  
to the experiences,  
emotions and unmet  
needs.





Remember, relationships and safety are the foundation of all great teaching, learning and behaviour management.



It's not about the rupture,  
it's about the repair.



Connect before you  
correct.

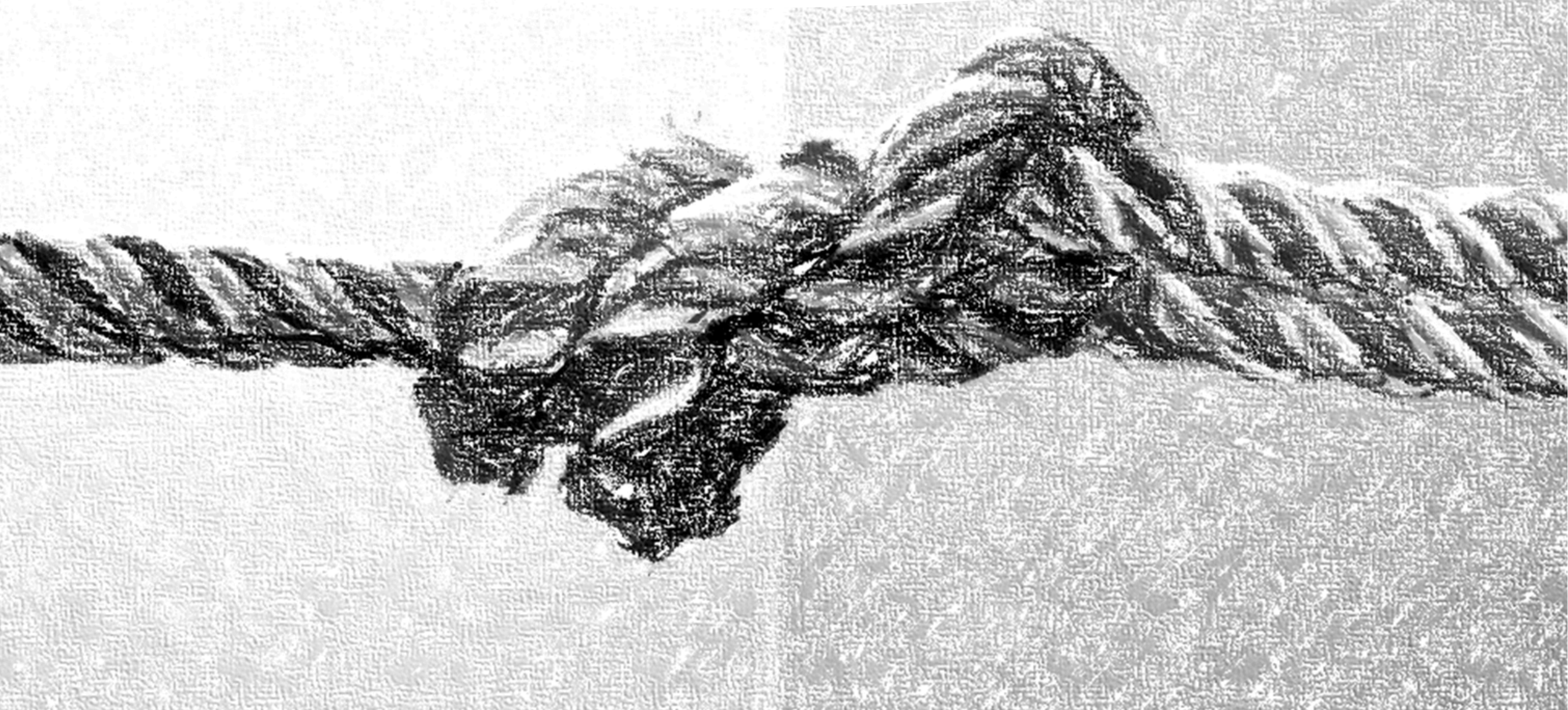


It's not about the rupture,  
it's about the repair.





It's not about the rupture,  
it's about the repair.





Put your own  
mask on before  
helping others.  
Self-regulate  
first.



Invest time  
now, save  
time later.

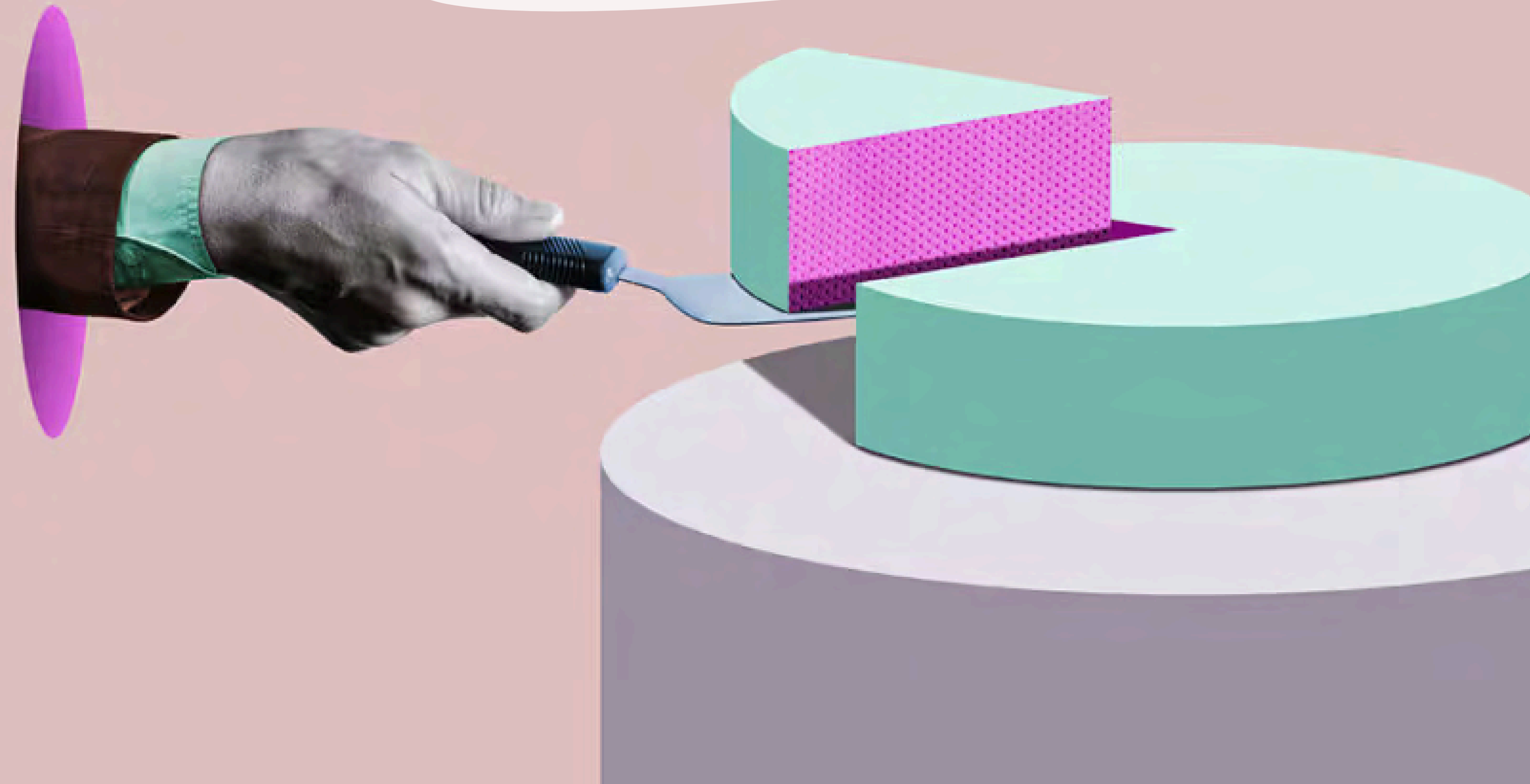




A young person cannot learn if their lid has been flipped. Allow time for regulation before reasoning and repair.



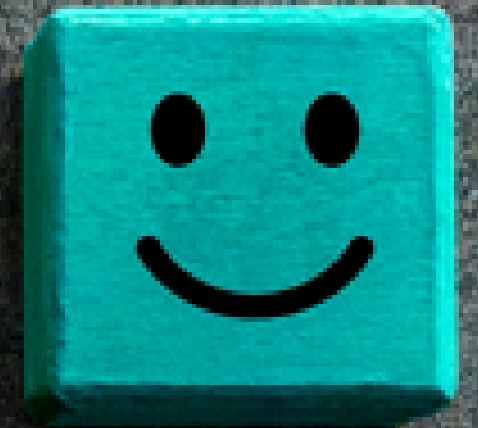
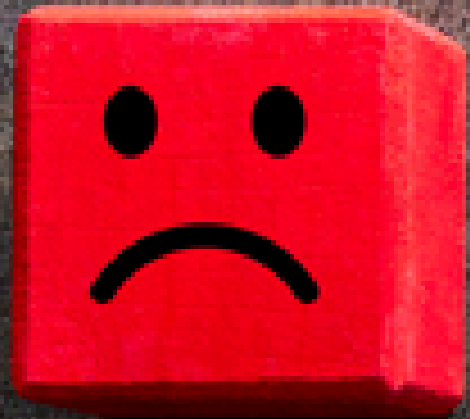
Consider your style or strategy before jumping in.



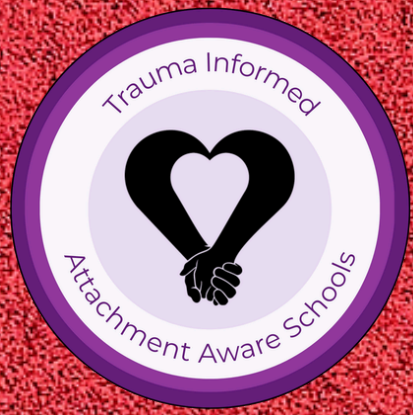


You don't have to agree that the behaviour is acceptable to show empathy for the young person.





Validate the  
emotion before  
you set  
expectations, it  
might help.



Boundaries are as important  
as empathy and repair.



# The Ingredients for Emotion Coaching

The  
iceberg

Validation

Regulation

Firm  
boundaries

Empathy

Clear  
expectations

An effort  
to repair

Meaningful  
consequences

