



# Good conversation Quick guide

1. Be friendly and welcoming!
2. Ask the young person if they're happy to talk to you. If not, offer other workers.
3. Accommodate them:
  - Offer places to talk
  - Make sure they're comfortable
  - Give them something to fiddle with - not too complex to occupy and focus them.
4. Give warning of personal questions! Make sure the young person feels safe. Give the option if they would prefer to do the form with or without their parents.
5. Use appropriate language! Know how the young person wants to be spoken to.
6. Engage with the young person – body language, tone of voice.
7. Remember not to patronise or belittle them
8. Be positive and reassure the young person that you are going to help them!
9. Remember at the end to ask them who they want to share the form with.