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- Make the environment structured and predictable.
 - Verbal and visual communication about routines.
 - Designated spaces for relaxation and recovery.
- A**
- Reassuring and restorative messages: "You're safe here"; "You can rely on me"; "It must have been upsetting when you thought I wasn't listening".
- F**
- Be mindful of appearing threatening and escalating stress: slow down your movements, lower the pitch and tone of your voice and keep body language relaxed.
- E**
- Safety reduces hyper-vigilance and replenishes inner coping resources.**

- S**
- Spend time observing the child and see them for who they really are. Be curious.
- E**
- Attention-seeking vs Connection-seeking. Defiant vs Anxious. Lazy vs Fear of Failure.
- E**
- When we reframe behaviour, we will better recognise our own mindset and choose words and actions which are less likely to dismiss, minimise or shame.
- N**
- Schedule opportunities for deeper conversation: "How do you feel about...?"; "What was it like when...?".
- Being seen promotes self-expression and opens richer avenues for interaction.

- Explore what calms the child's body and brain: colouring; reading; constructing; music; movement.
 - Presence: Look for invitations to connect. Recognise when you need to be there and when to give space.
 - Engagement: Active listening; reflection and paraphrasing; attuned non-verbal communication.
 - Affection: Be warm and playful in order to convey unconditional positive regard.
 - Calm: Resist the urge to correct, challenge or confront.
 - Empathy: "I know this is really hard for you".
- Soothing provides comfort and develops the "upstairs brain".

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- Develop trust by showing up when they need you and following through on promises to return.
 - Set limits with connection: "You were angry that we had to leave. But when we throw things, people can get hurt. I know it seemed unfair, but we have to keep everyone safe".
 - Teach how to recognise and manage emotions: feelings thermometer; hand model of the brain; songs and stories about breathing techniques; puppetry and role-play for positive self-talk.
- Security enhances self-soothing and long-term confidence & resilience.

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