|  |  |
| --- | --- |
| Early Stage [stage 1] | Disorientation – Feeling Based [stage 2] |
| Keep in the here and now Use same style Everyday LanguageAvoid:* questions
* logic/reason
* negative words

Keep physical distance Be friendly but formalWatch for traumaWait to explore feelingsKeep routines – focus on insight when ready | Gain attentionExaggerate eye contactLimit distractionsLower tone of voiceValue talk not senseReduce sentences – 6 wordsDemonstrateLook for hidden meaningsRepeat backJoin in their world |
| Repetitive Experience – Sensory Needs [stage 3] | Late Stage – Intense Needs [stage 4] |
| Eye/body contactUse ambiguity i.e. keep words vague – he/she itLook to feelingsQuietTouch Voice tone nurturingMusicSearch for meaning in repetitionSensory contactLook to attachment needs | Hand tappingPerfumeAromatherapy Head massageSingingFavourite foodClowning – laughterWarmth/sunHolding hands/gentle talkingRegular one: one – being there |

Supporting People at Different Stages of the Bridge

Adapted from Naomi Feil: The Validation Breakthrough - Health Professions Press 2002