



**Care**

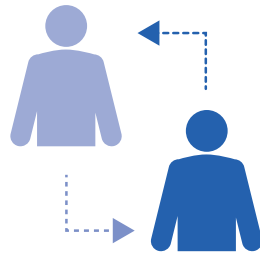
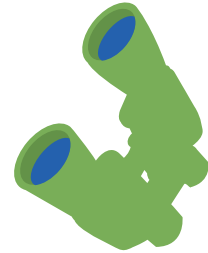


**Connect**



**Communicate**

**Observe**



**Relate**



**Empathy**



## OBSERVE

You are attending a commemorative ANZAC Day service, watching Defence personnel marching past. You notice a student about the same age as you in the large crowd watching the parade as well. He is visibly upset, with tears streaming down his face. Some other students are teasing him about crying at the service. How might you respond to this situation?

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- Brainstorm some personal, social and cultural factors that might influence the emotional response of this student.
- What impact might these emotional responses have on:
  - this student?
  - his family?
  - other onlookers?
- What positive coping strategies could someone draw on to manage these emotions?



## CONNECT

You decide to go and speak with the student who is visibly upset. You notice he is with his family and they are also upset. What will you say to him?

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- What skills do you bring to this challenging conversation?
- How might you use these skills to connect with this individual and his family?
- How might you demonstrate active listening skills?
- How might you show that you understand why the student is upset?



## CARE

Your initial conversation with the upset student seemed to calm him down. He appeared calmer as he began to describe to you why he was so upset around his family and peers.

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- Do you think you have a responsibility to care for others? Why or why not?
- Brainstorm some ways you or someone else can seek support if they're feeling anxious or upset.
- What strategies might you put in place?
- What resources might you draw on to support the strategies?

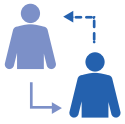


## COMMUNICATE

You continue to strike up a conversation with him and find out that he lives near you and really enjoys football. You are a member of the local club and you invite him to come and play with your team as you are short of players each week.

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- What skills and strategies did you use to begin the conversation?
- How did you communicate clearly?
- How did you demonstrate active listening?
- How did you show cooperation?
- How did you offer help?



## RELATE

You find you have a number of things in common with each other. Both your grandfathers and an uncle both served in the armed forces. You were born in the same month, but you grew up in different regions of the state.

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- Why is important for people to feel a 'sense of belonging'?
- Brainstorm some positive emotions that can help everyone feel that they belong.
- How might a sense of belonging assist to develop wellbeing?



## EMPATHY

You have been able to demonstrate empathy by using your communication and expressive skills. You have listened actively, by focussing on what the person has told you and what emotions they are expressing. You have thought carefully about how the other person might be feeling and you have been able to offer support. People will always remember how you made them feel. You were able to express to others that you cared about their situation.

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- What skills do you need to look at a situation from different perspectives?
- How might you define empathy?
- How is empathy different from sympathy?