**Top tips from young people**

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| **11 to 13 year olds** |
| **Knowledge** | **Action** | **Pet hates** |
| * Have belief in what we say
* Don’t judge
* Be helpful instead of sympathetic
* Don’t remind me of my issues
* Don’t try to put yourself in a teenagers mind. Understand that every teenager is different and you are not a teenager anymore.
 | * Listen first help after
* Keep home life separate – having professional’s come into home environment can cause panic
* Follow through on your actions ‘zero tolerance’ against bullying is not happening as people are getting bullied all the time.
* Let young people express themselves. With what they wear and how they look.
 | * Trying to put themselves in your shoes
* Sexism / racism
* Don’t think girls are more sensitive than boys
* Teaches / uniform / not being able to express ourselves. Why can only boys wear shorts?
* Attendance ‘bribes’ chance to win awards. People can’t help getting ill.
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| **14 to 16 year olds** |
| **Knowledge** | **Action** | **Pet hates** |
| * Need to know who they are working with
* Mood swing – understand that we have them
* Understand that we are not 5yrs old.
* Contact
* Get to know the person before meeting
* Every teenager is different and individual
* Being a teenager is a quite confusing time, quite a lot of changes happen
* You understand more of life and responsibilities
* Some people have to grow up quickly e.g. young carers
* In general teens behave and react in a certain way which isn´t always socially acceptable because they may be trying to protect the way they feel. We don´t always know how to deal with our issues
* We say stuff we don´t mean
* Always give teenagers a second chance (to be honest)
* Teenagers are similar to adults – people deal with things in different ways
* Some adults treat teenagers as children – treat us more as adults
* Don’t judge us you don’t know what we are going through.
* Not all teenagers behave the same.
 | * Talk about interests
* Body language
* Change of language
* Communicating through different ways
* Treat others how you want to be treated
* We need to know that we are listened to and taken seriously
* We don’t like being patronised or treated as though we are young kids, because we will soon be young adults
* You need to find the best way to engage with us
* It all depends on the relationship you can build on

 if you make a good impression if you actually listen if you actually act on what we say not what you want* LISTEN ! Don´t fire loads of questions and let teens take their time and do stuff in their own time
* Reassurance that things will be confidential to build trust
* Listen to the teenager to give support
* Try to understand
* Stay there too many people come and go
* Don´t try too hard
* Don´t assume you understand me - we have different experiences
* Talk to us in a way that makes us comfortable (sometimes as an adult and sometimes as a child.
* Don’t be patronising.
* Keep your word – keep confidential unless unsafe. Tell me if you will share.
* Don’t be too forward.
* Take our word and believe us.
* To have a permanent t figure within the school for guidance support and advice.
* Support needs to be more understanding – if not can be off putting and trust can be lost
 | * Making us feel inferior
* Comparing to others
* Saying that they understand when they don’t
* Adults ask our opinion and then do what they want
* Stop banging on !
* When they say “I understand how you feel”
* If you are judged because they have met people in a similar situation
* We hate being spoken to in a patronising manner
* We don´t like being treated as “less of a person” just because we have parents or carers
* I´m having a hard time - I want to be listened to and not have the adult tell me about their problems
* TREAT ME LIKE MY AGE NOT MY SHOE SIZE
* Being treated like a child and like I know nothing.
* Questions that are too personal.
* Getting in our face (too close).
* Caring too much / worry.
* Too much contact, having to repeat myself every couple of days.
* Mentor trying to talk to me in the street/.
* Trying to send through to social services – difficult.
* Group blame – when a whole group gets blamed because of a handful of people misbehaving.
* Image – wanting to express yourself though different clothes / hair and piercings and not being able to – treated in a different way – labelled as a ‘goth’
* IT’S A PHASE – referring to ‘when we were younger’ or if they had what we had’
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| **17 to 19 year olds** |
| **Knowledge** | **Action** | **Pet hates** |
| * Be aware we are young adults! Not kids!
* Young people expressing themselves and experimenting.
* Young people have more knowledge than more people think (e.g. Political voting)
* Young people can make their own choices (knowing their rights)
 | * Age appropriate activities (use mobile phones)
* Be inclusive for everyone
* Challenge young people healthily to give young people the opportunity to back up their opinions – explain their knowledge
* Advise young people in the right direction (if they are making negative choices) but be supportive.
 | * Treating young people like kids
* Say the “understand”
* Don’t listen to young people
* Not open minded
* Stereotyping
* Saying “you can’t” “you won’t”
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