

# Sport Coach + Resources



[www.sportcoachplus.org](http://www.sportcoachplus.org)

# SPORT COACH+ RESOURCES

Supportive communication Do's and Don'ts



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# SUPPORTIVE COMMUNICATION DO'S AND DON'TS

## Good Communication: Things to Say and Do

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| <ul style="list-style-type: none"><li>• Ask if you can help.</li><li>• Find safe/quiet place to talk or de-stress.</li><li>• Let them know you're listening.</li><li>• Ask their needs, concerns, priorities.</li><li>• Be present, patient and calm.</li><li>• Be aware of your beliefs, set aside your biases.</li><li>• If they are very distressed, stay near (appropriate to age, gender, culture) &amp; make sure they are not left alone.</li><li>• Try to keep them safe.</li><li>• Be encouraging.</li></ul> | <ul style="list-style-type: none"><li>• Provide information if you have it, be honest about what you know &amp; don't know.</li><li>• Give information in a way the person can understand – keep it simple, repeat messages.</li><li>• Acknowledge how they are feeling, and any losses or painful events they share</li><li>• Respect their privacy &amp; confidentiality, as appropriate.</li><li>• Acknowledge how they have helped themselves.</li></ul> |
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### Good Communication: Things NOT to Say and Do

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| <ul style="list-style-type: none"><li>• Don't pressure them to talk or tell details of their experiences.</li><li>• Don't interrupt or rush them.</li><li>• Don't give your opinions of the person's situation, just listen.</li><li>• Don't touch the person.</li><li>• Don't judge or shame them for what they have or haven't done, or how they are feeling Don't say..."You shouldn't feel that way" or "You should feel lucky you [survived]"</li></ul> | <ul style="list-style-type: none"><li>• Don't make up things you don't know</li><li>• Don't use too technical terms.</li><li>• Don't tell them someone else's story or talk about your own troubles.</li><li>• Don't give false promises or false reassurances.</li><li>• Don't feel you have to try to solve all the person's problems for them.</li><li>• Don't take away their strength and sense of being able to care for themselves by being.</li></ul> |
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Sport Coach+ is a partnership of the Olympic Refugee Foundation and the IFRC PS Centre to support coaches working with young people (age 10-24) affected by displacement. It aims to provide sport coaches with skills, knowledge and techniques to understand how stressful experiences impact young players, create safe and supportive sport environments, and respond to young players in trauma-informed and healing ways.



Olympic Refugee  
Foundation



**+ IFRC**  
Psychosocial Centre