



Actions, words and me

Information for parents and carers

Hamish & Milo is a programme which gives children the opportunity to be involved in a range of activities about a particular theme of emotional wellbeing as part of a small group. We are delighted to be able to welcome your child to the group.

In this theme, we are focusing on communication skills and managing conflict situations so that we can resolve arguments or falling out in our relationships. We will be exploring how to listen to each other and understand how it feels to be listened to with empathy.

We will look at how we express our point of view as well as recognising the viewpoints of others and solutions to help resolve difficult situations.

The group will explore a range of communication skills that will help them express themselves and be able to support others to mediate in disagreements.

Helping your child

We understand that children can struggle to know what to say or do when they fall out with friends or siblings and how communication skills are so important in all our relationships as we go through life. We don't learn this on our own and need our special adults to model this for us. They can give us the language we need to help resolve things when there is falling out or disagreement.

As parents and carers, we would like to invite you to talk with your child about their experiences of being in the group and learning the communication skills.

Ask them about the activities and the role-play they have been involved in - they might even show you!

We welcome your thoughts as you know your child best. We hope to support you to support your child as they learn, grow and thrive.

We know that when children fall out, we sometimes say to them "Oh, you'll be friends again tomorrow," or "Try playing with someone else." But sometimes without the words to know what to say and do, children find it hard to navigate and manage situations that happen.

When they fall out or are involved in a disagreement, they also have big feelings which can hurt.



They can get 'stuck' and unable to move towards a resolution or way of repairing the relationship - even as adults we don't always get this right! So, we would like to offer some strategies to help, which you may like to try with your child too.

One of the methods we use is the 'Listen and solve' approach, which you can refer to with your child.

As part of the 'Actions, words and me' group, your child will be involved in 10 weekly sessions.

These sessions will help them develop strategies and insight into how they're feeling and how others may feel. This will help them develop the skills needed to resolve future arguments or conflict.



Sock puppets

An expressive, interactive and hands-on way to engage

For each of the sessions, we use sock puppets to help the children talk about and share their feelings. Your child will make their own sock puppet to use in each session as part of this group.

You may like to make one at home too as a way of helping your child to talk about their feelings or just for fun! Sometimes it's easier for them to tell you what they're thinking about through describing the puppet's feelings or situations.

Listen and solve approach

Stage 1 - Listen and solve code.

Each child needs to agree to:

- ☑ be respectful
- ☑ take turns to speak

Stage 2 - Listen to both points of view.

Each child says their viewpoint.

Stage 3 - Recognise feelings.

Each child says "I feel... because..."

Then they have the chance to say how they think the other person is feeling: "I think... (other child's name) is feeling..."

This is a crucial stage in the approach as it is the chance to say how it feels to be the other person. By naming it, a child is able to have empathy for another.

Stage 4 - Finding resolution. The children think of possible solutions that could make the situation better for them both.

Stage 5 - Repair. The children choose a solution they're both happy with. They might shake hands, high five or play together again.



The children will also receive their own journal to reflect on the sessions as they move through the programme, 'reward' stickers and a certificate!

Here we outline all the programme activities, along with suggestions of what you might like to do or say to support your child at home.

Session and overview	Ways to help
Session 1: Arguments and conflicts A chance to explore what conflict is and how this may affect them.	Help your child to recognise that arguments and falling out are part of life and we can usually resolve them.
Session 2: Actions and words A look at our actions and words in different situations with our family and our friends.	Talk to your child about what they might do and say when they fall out with a friend as opposed to a family member. Think together and reassure them about why this might be.
Session 3: Our hurts, fears and needs A look at the feelings underneath anger in conflict situations.	Talk about what feelings there might be beneath cross or angry emotions when they've had a row with a friend or sibling. It can be helpful to know what the underlying feelings are so that these can be addressed to help resolve a situation.
Session 4: Conflict feelings wheel A further exploration of the range of feelings we feel.	See if your child would like to share some of the feelings they discovered and created in their feelings wheel.
Session 5: Active listening Practising seeing and feeling what it means to be listened to.	Ask your child to share what they know about the importance of listening and how we can sometimes get it right and sometimes wrong!
Session 6: Feeling heard with empathy Practising how to listen with empathy and recognise how this feels	Can your child explain what empathy is and how it feels if someone empathises with you?
Session 7: Hearing two points of view Recognising that we can't always judge a situation until we have all the information.	Can you talk about a time when you or your child felt judged because not all of the information was heard or someone hadn't listened to your point of view? Think together how this is important in resolving miscommunication.
Session 8: Changing words from blame to need Understanding why we might blame another and what we need.	Talk to your child about what they think is happening when we blame someone else for a situation.
Session 9: Standing up for me! The importance of saying how we feel.	Practise the script together: I feel..., When you..., I like it when..., I need us to... This helps your child to say what they feel and what they need, to be open, honest and assertive.
Session 10: Conflict resolution scripts Practising a script to hear each view point and find solutions.	Talk with your child about the 'Listen and solve approach' and how this might help them in situations they are involved in or can help with.

If you feel worried about your child and their wellbeing, talk to someone at school so that you can share ideas.



Sensation & Emotion Cards

These cards are a great way to help children put language to sensations and emotions, to help regulate their feelings and increase self-confidence. Our unique cards consist of 60 different emotions, guidance and 20 activities.



Hamish & Milo Pals

Our Hamish and Milo Pals are precious cuddly friends that help children to feel comforted, cared about and listened to. Perfect to snuggle and they are great fun too.

Find out more at hamishandmilo.org

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