

ENGAGEMENT

The following principles apply for any interactions with **emerging adults**:

Be Accessible

- Meet them where they are, physically and emotionally.
- Use their preferred communication method.
- Respond as quickly as possible.

Build Rapport

- Just talk; be genuine and personable.
- Get to know each other.
- Be relatable/find common ground.

Don't Judge

- Have compassion.
- Actively listen to them.
- Be aware of your non-verbal communication.

Be Respectful

- Ask their preferred name & pronouns.
- Have an open mind and respect their ideas.
- Be honest and straightforward.

Empower

- Provide education (e.g, symptoms, diagnosis, services).
- Help them make sense of their experience.
- Give options and allow them to choose.

Validate

- Acknowledge emotions & experiences.
- Reflect their feelings.
- Summarize their experience.