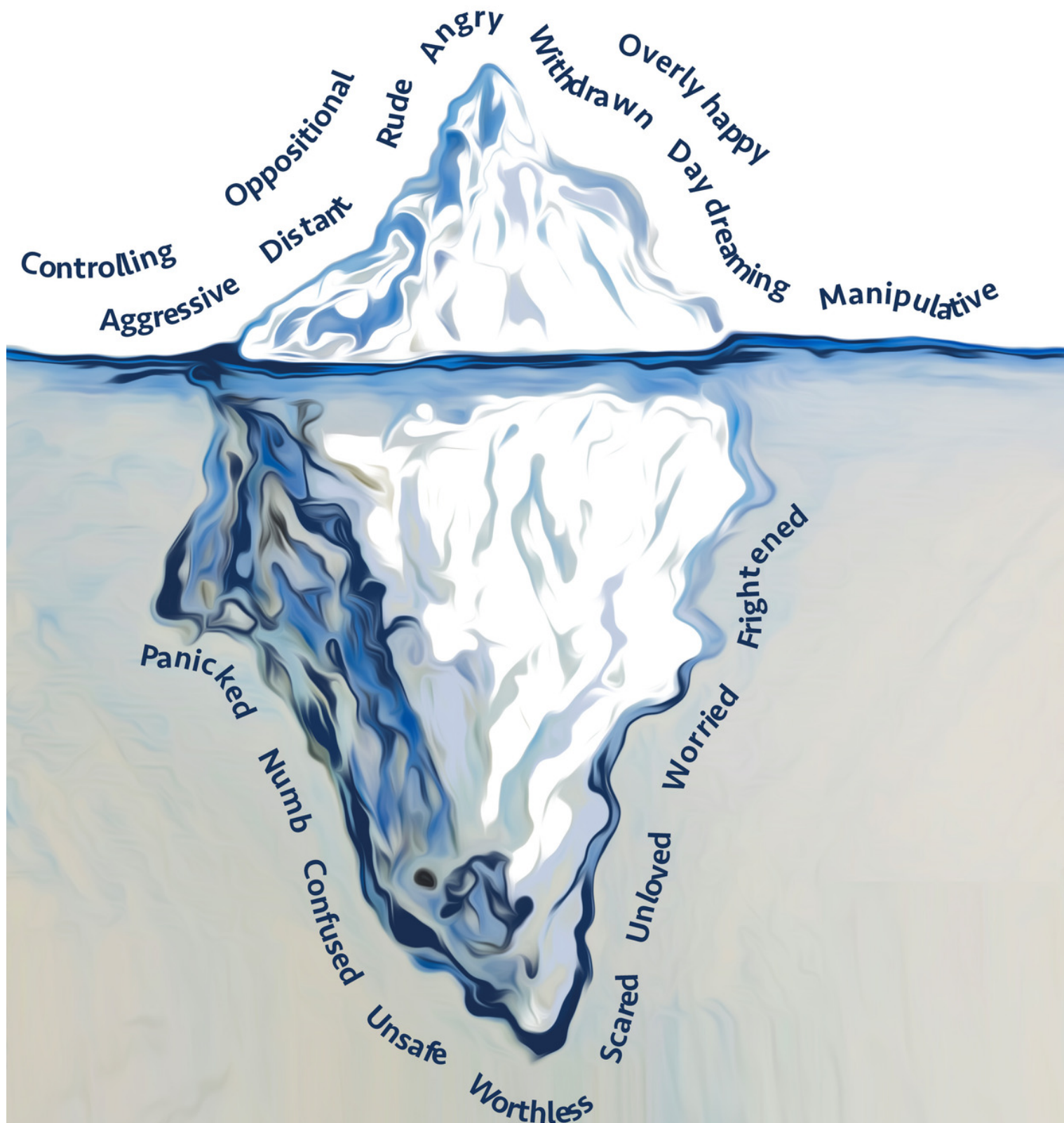


Bringing Hidden Needs To The Surface

People of all ages, from babies to old age, find ways to **manage their emotions** so that they feel as **protected** and as **safe** as possible. It is human instinct to do this. We guard ourselves against feeling **too vulnerable** by showing the world behaviours which keeps others at a **safe distance**. Our 'real' needs are **buried deep below** the surface where they are hard to see.



To help people feel **calm inside** and get **close to others** – respond to them as if you were responding to their **hidden** needs rather than the behaviours you see. Show them **empathy, acceptance, understanding, kindness**. Be there **with** them and **for** them.