Improving Juvenile Justice
Summary of seminars

Helsinki, Finland
Suomen sovittelufoorumi ry/ Finnish Forum for Mediation
International Juvenile Justice Observatory
Guidelines for child friendly communication

- Do not interrupt a child when she/he is speaking
- Let a child tell his story without labeling or accusing
- Treat a child like a valuable human person
- Focus on early intervention and prevention work
- Talk with real names, terms, and definitions
Guidelines for child friendly communication

- Be present
- Respect / Talk with respect
- Notice the age and phase of development
- Put away your own suppositions
Guidelines for child friendly communication

- Notice child friendly non-verbal communication too
- Do not accuse or pressure
- Act peacefully
- Do not suppose or steer
- Keep the focus on a child
- Be honest and open
- Do not promise anything that you can not give
Guidelines for child friendly communication

- Thank, praise, encourage
- Let a child to solve
- Talk with a child’s language
- Listen, give time, give time to answer and concentrate
- Value the expertise of a child
Guidelines for child friendly communication

- Respect the opinions of a child
- Do not underestimate a child
- Trust on child’s capability and support it
- Follow up the fulfillment of a solution
Guidelines for child friendly communication

- Create an atmosphere of confidentiality
- Talk with common language
- Use open questions
- Practice your own communication skills
- Notice the multiprofessional co-operation
Guidelines for child friendly communication

- Ask if you do not understand
- Do not use blaming words
- Use more time to questions than telling your own opinions or advices
- Participate trainings for restorative approach
- Read with critical thinking different guidelines