

# Improving Juvenile Justice

# **Summary of seminars**

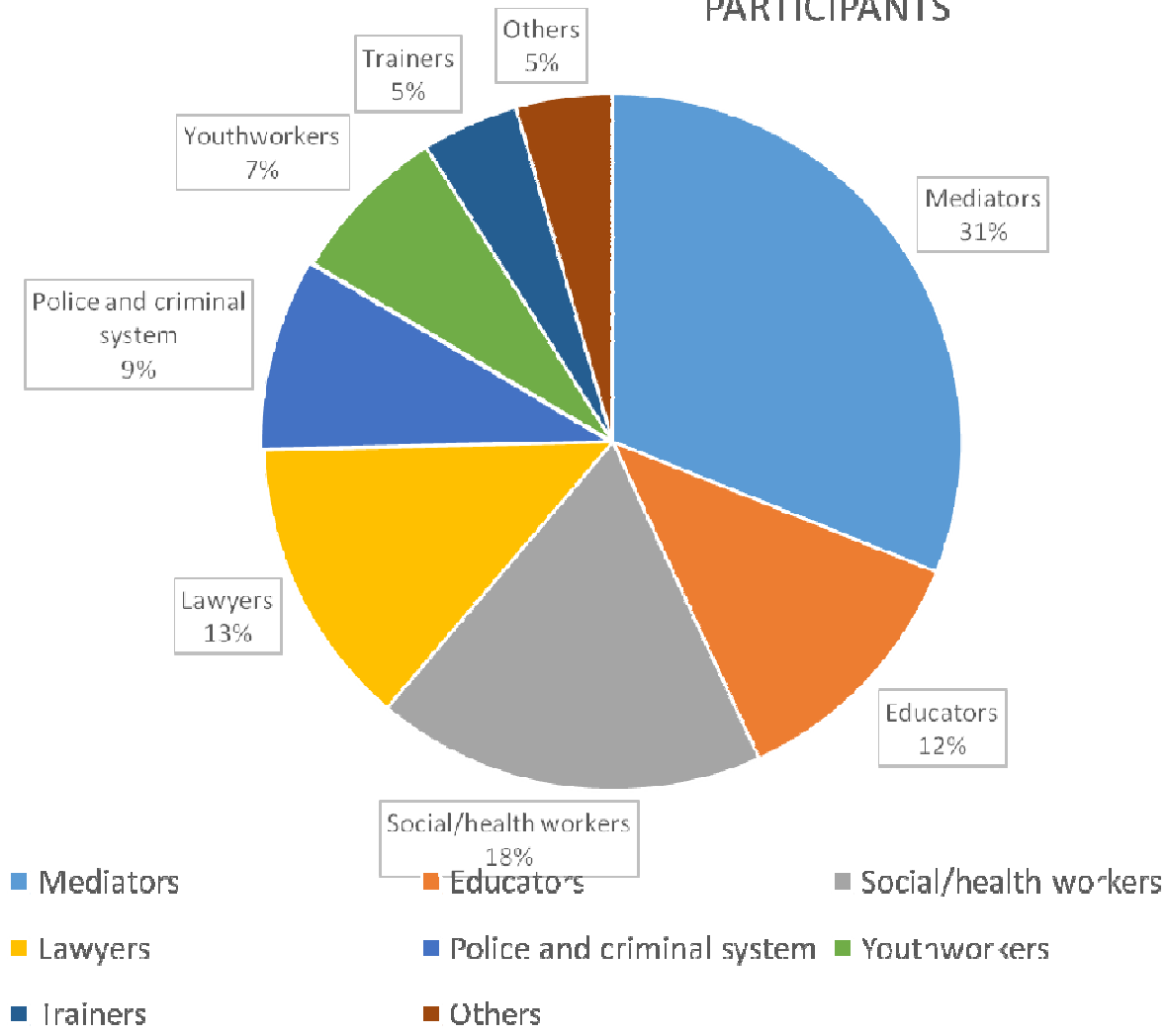
**Helsinki, Finland**

Suomen sovittelufoorumi ry/ Finnish Forum for Mediation

International Juvenile Justice Observatory



# PARTICIPANTS













# Guidelines for child friendly communication

- Do not interrupt a child when she/he is speaking
- Let a child tell his story with out 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



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# 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

S-se postas  
ku olin kuvan instaani  
mä LÖIN sitä!!!



# 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

S-se postas  
postasta kuvan instaani  
ku olin wc:ssä...  
...nä LÖIN sitä!!!



# 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

