

## Introducing PACE – Dan Hughes

### **P**LAYFULNESS:

Matching the person's affect

Keep the light, be silly, find the fun

### **A**CEPTANCE:

Meeting the person where they are at, no judgement

See the person's feelings and needs separate to their behaviour – respond to feelings and needs first

### **C**URIOSITY:

Openness – not making assumptions about the person's behaviour or intentions

'I wonder what...?' 'What do you think?' use questions in a gentle way, to demonstrate genuine interest

### **E**MPATHY:

Feeling *with* the person...

'I can hear that this has been a difficult time'

'that must have been really hard'.