

Dealing with sensitive scenarios.



Sensitive scenarios can be difficult to deal with.

But that doesn't mean you should shy away from them — far from it.

In reality, the ability to cover difficult ground is a sign of a successful relationship.

It's important that program participants have the knowledge, skills and confidence to deal with sensitive scenarios as they arise. Difficult situations are likely to occur over time, whether you're ready or not.

The more you do it, the easier it becomes, and the greater the trust that develops between people involved.

Types of sensitive scenarios

You may encounter a number of sensitive scenarios during the program. Topics discussed may be a personal opinion or be sensitive or controversial in nature.

Some examples include:

- A mentee tells you that they are beginning to develop 'feelings' for you and would like to explore the possibility of pursuing a more intimate relationship
- A peer 'comes out' about their sexual and /or gender identity
- A program participant discloses past trauma that they have experienced.

Dealing with sensitive scenarios

- Speak to the person, letting them know you're concerned for them
- Offer support and an ear to listen if they want to talk
- Respect their privacy and keep conversations confidential
- Be prepared to direct them to relevant evidence-based information or support services
- Refer to the program **policies and procedures** for steps to take when information is disclosed
- Speak with the program coordinator for further support if needed.

It is important that you look after yourself

Look after yourself and your health by eating healthy food, drinking lots of water and try to get enough sleep. Other strategies to look after your health and wellbeing and reduce stress include regular exercise, spending time with family or friends, and doing things you enjoy.

You will be better able to handle sensitive scenarios when you look after your own health and wellbeing.

Resources

- [How to discuss sensitive topics in a mentor meeting](#)
- [Ways to discuss sensitive topics with your mentor or mentee](#)
- [Sensitive topics to discuss with your mentor or mentee](#)
- ADF resources
 - [Stress management](#)
 - [Supporting your peers](#)
 - [Confidentiality – why it's important](#)
 - [Communication scenario cards](#)
 - [Peer safety checklist](#)
 - [Information and support services](#)
 - [Policies and procedures](#)



ADF

Alcohol
and Drug
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Local Drug Action Team Program