

What is OneKindWord®?

Most people have witnessed a child having a meltdown in a public place, a parent who appears overwhelmed or frustrated, or a child who is doing something that is unsafe. And yet, few of us -- even the most seasoned parents and caregivers -- know what to do in these situations.

The purpose of OneKindWord is to raise awareness about parent-child conflicts and unsafe children in public places and to empower people to step in helpfully when they see these situations.



OneKindWord...A Top 15 List

Here are some things you can try when a parent seems angry or overwhelmed, or a child is doing something that is unsafe:

- Smile at the parent or child
- Step closer to the situation to be sure that the child doesn't fall
- Say "Is there anything I can do to help?"
- Say "It happens to the best parents"
- Say "Kids do that at the most inconvenient times, don't they?"
- Say "Your daughter's/son's outfit (smile, hair, etc.) is adorable" or compliment the child directly
- Step closer to the situation to see if the parent lowers his or her voice
- Locate store personnel to deal with a lost child and reassure the child
- Play peek-a-boo with a crying baby
- Say "Wish we could keep up with the energy level of kids all day!"
- Offer to help clean up a spill or get someone else to help
- Hold open a door for a parent juggling kids and packages
- Offer pocket change for a parent who is a few cents short
- Use humor with the parent, if the parent seems open to it
- Say "That happens all the time" to cut down on the parent's embarrassment

one kind word®
what you can do



Empowering the public with kind words that support stressed parents and keep children safe

OneKindWord is a program of
Family Resources.



OneKindWord and You

OneKindWord is a program designed to empower you to step in helpfully in situations when you see a parent and child in conflict or a child who is unsafe in a public place. When people intervene in positive ways with parents who are stressed, the situation is much more likely to calm down quickly.



What can I do or say?

If you see a father like the one in the story below, try *OneKindWord* by:

- Assisting – offer to help; ask an employee of the store to help; offer to help carry the rest of the groceries; hold the door and make sure that neither child is in its path
- Distracting – get the child's attention by distracting her with a game of peek-a-boo or just talking to her; distract the father with something positive by commenting on how adorable the baby is, etc.
- Connecting – smile at the father; remind him that this happens to most parents at least once; try to make a joke out of the situation, if he seems willing and ready to laugh

Should I step in?

You see a father struggling to get through the doorway of the store. One of his bags rips, its contents spilling to the ground. The chocolate milk that fell out of the bag has splattered all over the floor. His daughter begins to cry when she sees what has happened, upset about the milk. Her baby brother is dangling from the father's arms. Dad looks completely overwhelmed, and begins to yell at his daughter to stop her crying....Why should you step in?

Parenting is difficult, and anyone can have a bad day. Despite the fact that you may feel it is not your responsibility, you have the power to really make this father's day by offering to help, or simply by saying something supportive. You may not know what to do, and you may never have done anything like this before because you were in a rush, or were afraid to get involved. But one kind word from you might make all the difference to this father and his children in this difficult moment. It's OK to be kind. It's OK to be supportive. It's OK to offer to help out. It's OK to step in.

OneKindWord Workshop

OneKindWord offers a workshop for employees in businesses and other public settings. If you are interested in how to bring *OneKindWord* to your company, or would like more information about what the workshop entails, please contact our office. If you are interested in promoting *OneKindWord* in your local community or church group, feel free to contact us, as well. Cost can be modified based upon your group's ability to pay.



For more information, contact:

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