



# Effective Communication With Your Teenager (13-19 Years Old)



The teenage years often bring significant change. Teenagers start to form their own values and beliefs and they begin the natural process of asserting their independence. Teenagers may start to identify more with their peers and parents may struggle to find ways to get them to open up.

Good communication is key to forming a healthy and trusting relationship with your teenager. Here are some useful tips for communicating with your teenager:

### 1. Listen

Teenagers are more likely to open up to you if they do not feel pressured to share. Resist the urge to lecture, interrupt, question or give unsolicited advice.

- Appreciate that your teenager has their own opinion and learn to respect their point of view. Keep an open mind and try to understand their thought processes.
- Make time and give your teenager the opportunity to talk to you without distractions.

### 2. Validate their feelings

Help your teenager feel understood as they try to establish their sense of self and learn to manage their emotions. Express empathy by acknowledging their emotions. You could say, "Thanks for sharing with me, this must be hard for you" or "It sounds frustrating".

### 3. Ask them what their needs are

Resist jumping straight into problem solving or giving unsolicited advice. Ask your teenager whether they prefer to have a listening ear or are in need of advice, or something else from you.



#### 4. Use "I" statements

Begin your statements with "I" instead of "you" and state how you feel about their behaviour. For example, you could say, "I feel worried when you have not done your homework". This will make your teenager less defensive and more willing to listen to you.



#### 5. Focus on behaviour rather than character

Avoid labelling their character by saying things like, "You're so lazy/irresponsible" or "You're so spoiled". Comment on specific behaviours instead. For example, "It bothers me that you left the dirty plates in the sink." or "I appreciate if you could adjust your tone and ask politely".



#### 6. Keep lines of communication open

- Make time to have opportunistic conversations with your teenager while doing daily activities such as on the drive to school or before bedtime.
- Talk about fun things. This lets your teenager know that you are interested in what is going on in their lives and help them feel safe talking to you.

Good communication is not about getting your teenager to comply with you. It is a two-way process and effective communication will help them understand where you are coming from. Like any relationship, it is about mutual understanding and compromise between both parties.

# Notes

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## About the National University Centre for Women and Children

National University Centre for Women and Children (NUWoC) is a national university specialist centre that aims to empower women, children and their families to lead healthier lives. We provide comprehensive medical and surgical services ranging from pre-conception to child and maternal health.

NUWoC comprises the Department of Obstetrics & Gynaecology (O&G) and Khoo Teck Puat – National University Children's Medical Institute (KTP-NUCMI) of National University Hospital. It focuses on the right-siting of appropriate services in the community and builds complementary services in National University Health System's (NUHS) centres of excellence – Ng Teng Fong General Hospital and Alexandra Hospital.

Through a generous gift from the Estate of Khoo Teck Puat, KTP-NUCMI established an integrated outpatient facility with medical, diagnostic and rehabilitation services for children. We are also the only public specialist centre in Singapore that offers paediatric kidney and liver transplant programmes.

For more information about us, visit [www.nuh.com.sg/NUWoC](http://www.nuh.com.sg/NUWoC)

### Children's Emergency (24-hr)

Location NUH Main Building, Zone F, Level 1  
Contact +65 6772 5000

### KTP-NUCMI

Location NUH Main Building, Zone E, Level 2  
(Accessible via Kent Ridge Wing, Zone C, Level 2, Lift Lobby C)  
Operating Hours 8.30am – 5.30pm (Mon to Fri), 8.30am – 12.30pm (Sat)  
General Enquiry +65 6772 5736  
Appointment Line +65 6908 2222  
Email [ktpnucmi\\_appt@nuhs.edu.sg](mailto:ktpnucmi_appt@nuhs.edu.sg)

### 9a Viva-University Children's Cancer Centre

Location NUH Medical Centre, Zone B, Level 9  
Operating Hours 8am – 5.30pm (Mon to Fri)  
Appointment Line +65 6772 5030  
Email [cbccappt@nuhs.edu.sg](mailto:cbccappt@nuhs.edu.sg)

### NUH Children's Urgent Care Clinic @ Bukit Panjang

Location Junction 10, #01-22  
Operating Hours 9am – 11pm daily (including public holidays)  
General Enquiry +65 6219 1538  
Email [childreucc@nuhs.edu.sg](mailto:childreucc@nuhs.edu.sg)

### NUH Child Development Unit @ JMC

Location Jurong Medical Centre, Level 2  
Operating Hours 8.30am – 5.30pm (Mon to Fri)  
Appointment Line +65 6665 2530 / 2531  
Email [cdu@nuhs.edu.sg](mailto:cdu@nuhs.edu.sg)

### NUH Child Development Unit @ Keat Hong

Location Keat Hong Community Club, #03-01  
Operating Hours 8.30am – 5.30pm (Mon to Fri)  
Appointment Line +65 6769 4537/4637  
Email [cdu@nuhs.edu.sg](mailto:cdu@nuhs.edu.sg)

### Clinic A22 NUWoC Children's Clinic @ NTFGH

Location Ng Teng Fong General Hospital  
Tower A – NTFGH Clinics, Level 2  
Operating Hours 8.30am – 5.30pm (Mon to Fri)  
Appointment Line +65 6908 2222  
Email [appointment@nuhs.edu.sg](mailto:appointment@nuhs.edu.sg)

## Our Patient Care Institutions

National University Hospital  
Ng Teng Fong General Hospital &  
Jurong Community Hospital  
Alexandra Hospital  
National University Polyclinics  
Jurong Medical Centre  
National University Cancer Institute, Singapore  
National University Heart Centre, Singapore  
National University Centre for Oral Health, Singapore  
NUHS Diagnostics  
NUHS Pharmacy



Scan the QR code for more information on our patient care institutions.



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OneNUHS Hotline: (65) 6908 2222

OneNUHS General Enquiries: [contactus@nuhs.edu.sg](mailto:contactus@nuhs.edu.sg)

OneNUHS Appointments: [appointment@nuhs.edu.sg](mailto:appointment@nuhs.edu.sg)

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