

OPEN UP THE CONVERSATION:

Create space to have a good conversation. Take the time to put any distractions away.

LISTEN:

The most powerful thing you can do is listen. Pay attention, ask questions and show that you understand.

AVOID GIVING TOO MUCH ADVICE:

If you do give advice keep it short. The main aim is to hear them out.

FOLLOW UP:

Don't make it a one time thing. Keep the topic open and revisit to see how the person is getting on now.

