

STEP 1



HELLO

- Say hello
- Ask the person if they would like a chat
- Remember, it's OK if they say no, the person may not be ready to talk
- If they say yes, find a quiet spot to talk
- Bear in mind they may take up your invitation another time



STEP 2



ENGAGE

- Engage with the person
- Make some eye contact or whatever feels comfortable (shoulder to shoulder might be best)
- Be as open as possible to the conversation
- Ask questions that are open and don't require just yes/no answers

STEP 3



LISTEN

- Use words and body language that lets the person know you are listening
- Reduce distraction as much as possible (turn off phones, TV etc.)
- Let the person speak and lead the conversation
- Remember, you aren't expected to have all the answers
- Try not to react too much to what is being said

Hello
HOW ARE YOU?

STEP 4



LEARN

- Try to look at things from the other person's perspective
- Ask what has worked in the past
- Trust that the person is the expert on themselves and what works for them



OPTIONS

- **What next?**
- **Give the person time to talk through options**
- **Support the person to identify their next step**
- **Let them know that there are supports available, if needed.**

(Information can be found on the *Hello How Are You Conversation Card* and website: www.hellohowareyou.info)

- **Check in to make sure the person is OK to end the conversation**
- **Make sure to look after yourself following the conversation**