

A big help

by Mike Hogan

1. What's on your mind?

Work in pairs to support each other. Use the flow chart below to take turns coaching and supporting each other through a difficult situation or a personal challenge.

Student A

Use the suggestions below to guide you through your conversation with your partner. You can also prepare your own questions and comments for each step.

Student B

Choose one of the challenges you listed at the beginning of the lesson to discuss with your partner. At each step, make notes of your responses, actionable ideas or decisions.

1. Start the conversation

What challenges are you facing?

.....



2.

.....

3. Show empathy

I'm sorry to hear that.

.....



4.

.....

5. Explore options

What can you change?

.....



6.

.....

7. Guide towards a solution

What have you already tried?

.....



8.

.....

9. Explore support options

What tasks could you delegate?

.....



10.

.....

11. Encourage action

What's the first step you can take?

.....



12.

.....

13. Offer follow-up support

How about we catch up later this week?

.....



14.

.....

2. Student A: time for reflection

Make notes about how you felt as you were supporting your partner through their challenge.

▶ What went well?

.....

▶ What did you find easy or difficult?

.....

▶ What would you do differently the next time you need to support a colleague?

.....

.....