

# HEY MANAGER!

Here are a few easy ways to use Coach-Like Curiosity to be more supportive today

## 1 ASK HOW CAN I HELP?

Your people need to know that you are there for them. Even if they don't need help at that moment, asking the question is a way to consistently show up for people.



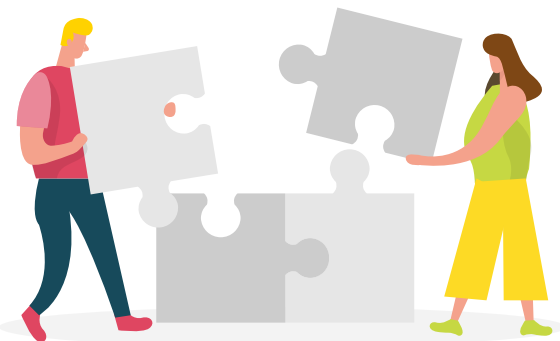
## 2 PAUSE!

Ask the question then PAUSE. Don't jump in with suggestions or advice. Let the person think about it. Create the time and space as your first way of helping.

3

## LISTEN

Take a breath. Remind yourself not to jump to conclusions, interrupt, or use the time someone else is talking to plan how you're going to respond.



## 4 OFFER CHOICES

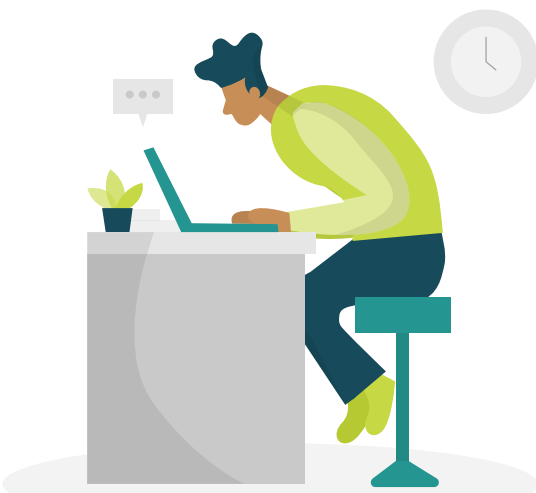
If someone isn't sure if or what help they need, give them some choices:

- a) I can ask you some questions & we can brainstorm together
- b) I can give you some advice
- c) I can tell you what to do
- d) None of the above

5

## TRUST THE CHOICE

Pause and let the person work out what they really need from you. Then provide support by trusting their decision. You can even end the conversation by saying "Whatever option you choose works because I trust you."



## 6 FOLLOW UP

Be consistent - or as we like to say "Be Often." The offer to help needs to be followed through and then don't be afraid to ask if your help was helpful.