



# 5 DAYS 5 STEPS

to a conversation

## START

1

- WITH ROUTINE CHECK-INS
- OR NOTICING SOMETHING IS OFF LATELY
- ASK ABOUT HOW THEY ARE REALLY DOING?
- BRING UP YOU MAY HAVE NOTICED SOMETHING DIFFERENT LATELY



## TALK UNINTERRUPTED

2

- ALLOW THE OTHER PERSON TO TALK WITHOUT INTERRUPTING
- NOD AND PAY FULL ATTENTION TO THE PERSON WHO IS SPEAKING
- ENSURE THE ENVIRONMENT IS CONFIDENTIAL, IT WILL PUT YOU BOTH AT EASE



## ANSWER

3

- ASK INSIGHTFUL AND SPECIFIC FOLLOW-UP QUESTIONS
- "HOW THEY FEEL?"
- "WHY THEY THINK THEY'RE FEELING THAT WAY?"



## REASSURE

4

- TRY TO STAY EMOTIONALLY STRONG FOR THE OTHER PERSON
- LET THEM KNOW THAT YOU CARE ABOUT THEM
- SAY "I'M ALWAYS HERE FOR YOU" BUT DON'T JUST STOP THERE...



## TAKE THE NEXT STEPS

5

- ENSURE THE INDIVIDUAL IS AWARE THAT THEY CAN TALK TO A PROFESSIONAL AND THAT YOU COULD JOIN THEM
- ENSURE THEY KNOW THAT YOU ARE ALWAYS THERE FOR THEM
- NEVER SIMPLY MOVE ON, IF SOMEONE IS CONFIDING IN YOU IT MOST LIKELY MEANS YOU ARE SOMEONE WHO COULD CHANGE THEIR LIFE



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