



Counseling

1. Arrange a meeting
Find an enclosed space where you can talk in peace without being overheard.
Make sure both parties have enough time and know this about each other.
2. Encourage talking
(Open-ended questions, interested attitude, listening cues, reassurance, take seriously, summarize)
3. Help thought process, do not judge, ask after options, determine facts and options.
4. Allow parties to find their own solutions
Accept the solution, let them make a plan of action and tell them the door is always open.