

C A R E

REMAIN



Say something like:

**"Can you tell me a bit
more about what's been
happening that's led to
you feeling this way?"**

Remember, that this isn't a fact finding mission. It's not about ascribing blame or judgement. Approach with a curious or caring tone and encourage them to talk more about how they're feeling instead of the concrete facts of the situation. Right now, it's their feelings that are overwhelming. You can deal with the details of the situation later.