

Helping

Quick Reference

Step 1

Sharer tells their story while Helper encourages.

(nodding, “go on, say more about that, interesting, hmmm, etc.” or awkward silence)

If necessary...

Step 2

Helper asks open-ended questions within the details/concepts of the Sharer’s story.

(you mentioned _____ earlier - tell me more about that)

If necessary...

Step 3

Helper transitions to open-ended questions while adding content to the Sharer’s story.

(offering advice/best practices, “Have you ever _____?”)