





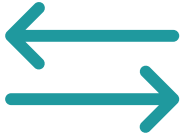


Your approach to scoping out the problem further

<h2>Active listening</h2>	<h2>Be kind</h2>	<h2>Be patient</h2>	<h2>Facilitate</h2>
<p>Listen to learn/understand – not to respond. Be present and make sense of the stories/ experiences.</p> 	<p>Be welcoming, make others relax and open-up. Treat each other with respect and be supportive.</p> 	<p>Many people are struggling. Be patient with progress and engagement. It takes time.</p> 	<p>Don't dictate or try to solve everything. Help people to reflect and think deeply about the issue.</p> 
<h2>Build trust</h2>	<h2>Be curious</h2>	<h2>Be flexible</h2>	<h2>Be appreciative</h2>
<p>Be authentic, honest and consistent. Get to know people and be helpful.</p> 	<p>Ask questions, think 'what if', embrace the unknown, and look in different directions.</p> 	<p>Be open minded, don't be afraid to change direction, learn from mistakes.</p> 	<p>Recognise good work people are doing, praise others, be positive, make others feel valued.</p> 