



When Someone Asks, “Hey, can I talk to you for a minute?”

1. How urgent is it?

- The best first answer is always yes.
- You can say “I do. Let's figure out if that minute needs to be now or if we can schedule it at a different time today.”
- Or “Actually I'm sorry, I don't, but please talk to _____ instead.”

2. What is the question behind the question?

- Start by asking “Is everybody safe?”
 - Look for red flags: facial expression, tone of voice, body language and words.
 - Consider people involved
 - trust your gut
- If everybody is safe, ask: “Will you tell me what's concerning you?”
 - listen all the way through with your ears and your eyes
- Make sure you understand what this person is asking of you
 - ask them to state it clearly
 - ask some follow-up questions

3. How can camp meet the needs of this situation?

- Identify the problem
- Explore what lead to it
- Set goal - what does “better” look like?
- Figure out a few alternatives to get to the goal
- Select an option to try
- Implement
- Evaluate if it worked