

## TIPS FOR WHEN

# COUNSELING IS NEEDED

- 1 Ask and listen until you have all the facts about the problem
- 2 Structure the conversation so it is logical and follows a process
- 3 Be a sounding board, provide an objective viewpoint for your mentoree
- 4 Share information that may be helpful to the solution, but of which they may not be aware
- 5 Keep your mentee focused on the primary problem and work on secondary issues separately
- 6 Help the mentee to be solution-focused
- 7 Empower your mentee by showing them how to find their own solutions to problems