

Mellow Takeaway

- Notice what is working
- Build on current strengths and resources
- Validate person's point of view and feelings (even if you don't agree)
- There is no one right way to solve a problem
- Be clear on the goal from the person's view
- Changes happen in small steps and can lead to greater changes
- Sit alongside the person (not pulling or pushing)
- Remember people are usually doing their best
- Remove barriers

