

Relationship Building Action Steps for Career Coaches:

- **Supportive**
- **Fair**
- **Prepared**
- **Willing to Suggest Alternatives**
- **Assist with Transitioning**

Use motivational interviewing skills by asking, "How did that make you feel?"

Similar responses must be given to all cohort members. Inconsistency of program information can cause feelings of mistrust.

Think of group and individual responses before meetings or emotional phone calls.

Remind participant of personal successes and how he/she can continue on their pathway with different funding sources or choose a new career pathway.

Listen intently to how a participant feels about recent changes and how he/she will continue on their pathway by making new friends and keep existing friends along the way.