Held, helped or heard?

Before you offer advice, ask what they need.

Held

Do you need a hug, or just some company?

Helped

Do you want my advice, or a hand with something?

Heard

Do you just want to talk about it, while I listen?

Say it in your own words. Then do the one they choose.

When to ask

- They come home from a mock, or get a mark back, and go quiet.
- A revision plan has fallen apart.
- You're about to give advice you've given before.
- The night before a paper.

Then

- **Held:** no questions about the exam tonight.
- **Helped:** ask what kind of help they mean.
- **Heard:** listen, and keep the fixing for another day.

The three Hs are Emma Clark's, from episode 34 of the Generationally Speaking podcast. Adapted with permission from Generationally Speaking, the research and podcast of Alastair Greener. generationallyspeaking.co.uk