



← If we feel that our issue is urgent and we need help immediately, give it an A or B rating. If we feel it is less urgent but you'd like to talk about it if we have time or it could wait until another time, give it a C rating.

← The issue board might look like the example shown below.

<u>Name</u>	<u>Problem</u>	<u>Rating</u>
Susan	Bathing gone bad	B
CAROL	NO SUPPORT	A
Laura	Case of the Mondays	C
Rebecca	Exercise woes	C
Sally	Abusive Client	A
Fred	Mt. Dew Withdrawal	B
Natalie	Client communication	B
Diana	Transportation Help	C



← If there is only one "A" rating, we will discuss that issue this week. If there is a tie for an "A" level issue, the people who have the tie will decide who will discuss their issue this week.

Read the next point aloud.



In order to practice how WorkLife Support works, we will each think of an issue or opportunity we are dealing with and write it on the board like the example shown above. Let's all do this now. I will go first and get us started.

Pause to give group members a chance to write their issues/opportunities and ratings on the board. When they are done, read the points below aloud.



Now that we have the issues on the board, we can choose an issue to talk about. Whoever has an "A" rating will need to tell us about their situation. If there is more than one "A" rating, the people with those issues can decide between themselves who will discuss their issue with the group today.

Could the person with the highest-ranked issue or opportunity please give a description of what they wrote on the board?

Have the person with the “A” rating describe their issues to the group. If there is more than one person, ask these members to decide between themselves who wants to discuss their issue. If they can’t decide, turn to the group to pick.



Now turn to the worksheet on page 30 and write down the person and the issue that was selected.

While working through the rest of the steps, the person with the chosen “A” rating can ask for ideas, think about how different ideas might work for them, and pick the plan of action they think will work best.

Finally, while we discuss the issue or opportunity, let’s focus on the issue and not on the person. By doing this, we take the pressure off the person and make the discussion more effective.

Read the next point aloud and then have group members take turns reading aloud the next section.



Now, let’s take turns reading the points on page 27 about brainstorming. Please do not discuss solutions to the issue until after we are done brainstorming. There will be time for discussion at the end.



STEP 2: BRAINSTORM ACTION AND SHARE EXPERIENCES (10 MINUTES)

- ← Brainstorming means that we share lots of ideas or thoughts about how to manage or resolve the issue. We need to get at least 2 or 3 ideas or shared experiences.
- ← If anyone has experience with this issue, they can share it briefly. The goal is to let the person with the issue tap into the wisdom and experiences of our teammates. In the next step, the person with the issue will reflect on their favorite ideas. For now, we are just brainstorming and sharing experiences.



