

STEP 1

When another Member shares a concern with you, listen to him/her with an **open mind**. Ask **questions**, as needed, to better understand the concern. Your Support may be the help they need to have the **confidence** to further address the situation themselves.



STEP 2

When the Member needs additional support, help him/her **get connected to the appropriate person** in the Member Peer-Support Eco-System.

