

ARC On-the-Fly

Listen and validate

Thank you for telling me.
That must be really challenging.

Assess and inform

Offer what you can in the moment
Or set time for later
Refrain from offering a rushed
solution

Before the contact

Can I commit to listening?

If Yes: I have a moment! What's
going on?

If No: That sounds important. Can I
call you?

Closing the circle

Thank you again for telling me.
If there's anything else you need, let
me know.
Or: I look forward to talking with you
more about this