

- **Contact**
- **Goal**
  - Building the relationship
  - Establishing the reason for contacting a counselor
- **Counselor's positions**
  - Showing sympathy
  - Mirroring verbally
  - Meeting at eye level
  - Listening actively
  - Giving room for reflections

- **Toolbox (Phone)**
  - Personalizing the conversation: "You speak with" name", "Hello Per", "Per, let me re-collect", "Hello Per, sorry for the wait"
  - Inquiring widely and deeply: "What grade are you in?", "What are you training?", "What makes you apply for the medicine programme?," "Where in the country do you come from?"
  - Listening signals: "Yes", "OK", "Hmm" "Aha", "Laugh", "Pause", "Your turn"
- **Toolbox (Chat)**
  - Personalizing the conversation: "Hello Per", " Per, let me re-collect", "Hello Per, sorry for the wait"
  - Inquiring widely and deeply: "What grade are you in?", "What are you training?", "What makes you apply for the medicine programme?," "Where in the country do you come from?"
  - Listening signals: "Yes", "OK", "Hmm", "Aha,", "Your turn"
- **Toolbox (Mail)**
  - Personalizing the conversation: "Hello Per / Dear Per," "Thank you for your email", "Your plans sound exciting", "It's good that you are persistent regarding education"
  - When taking over and continuing email replies: "I will answer you now, since my colleague is busy right now"
  - "Besides what my colleague has mentioned, you should know that ..."  
(Elaborate if misunderstandings have occurred or the counselee has been mis-informed)

- **Contract**  
*(Can be renewed if the subject of the dialog changes)*
- **Goal**
  - Establishing the mutual focus
  - Clarifying the expectations of both participants
- **Counselor's positions**
  - Summarizing
  - Considering if eGuidance is the agency for helping
  - Structuring and delineating the problem
  - Giving room for reflections

- **Toolbox (Phone)**
  - Find the core of the conversation and create structure: "Maybe it will be a good idea to take notes, while we talk? ", "What do you think of that?", "Is this what we should start out talking about? ", "What do you want from the conversation? ", "What do you wish you had answers to right now? " "I'm not sure, but to me it sounds like ..." "I think that what you need is ..." "In your own words, what would you like assistance with?"
- **Toolbox (Chat)**
  - Find the core of the conversation and create structure: "Maybe it will be a good idea to take notes, while we talk? ", "What do you think of that?", "Is this what we should start out talking about? ", "What do you want from the conversation? "
- **Toolbox (Mail)**
  - Find the core of the conversation and create structure: "First I will answer your questions about ... and ... then I will give you some suggestions for education, which I would recommend you to look at from the thoughts and wishes, you mention in your email "  
"I will first give you some suggestions for education, and then I will give you some good advice for you to continue with"

- **Conclusion**
- **Goal**
  - Evaluating the contract
  - Stimulating the counselee's readiness to act (call to action)
- **Counselor's positions**
  - Reflecting on the process
  - Making conclusions operative for the counselee
  - Giving room for reflections

- **Toolbox (Phone)**
  - Wrapping up: "Good luck," "Do you know what to proceed with?", "Do you have enough to go on with?", "You are really well on the way", "You are welcome to use eGuidance again", "Should we conclude on what we talked about?," "Is there anything you are unsure about?," "You're welcome to come back when you have looked at it."
- **Toolbox (Chat)**
  - Wrapping up: "Good luck", "Do you know what to proceed with?", "Do you have enough to go on with?", "You are really well on the way", "You are welcome to use eGuidance again"
- **Toolbox (Mail)**
  - Wrapping up: "I would recommend that you proceed to find more information about the courses I've mentioned, including on the schools' website", "With that information you may the choice easier", "You are welcome to contact us again if you need additional help during the course of your work, "" I hope the above mentioned has given you some ideas for your further search", "You're welcome to come back to us with more questions" and "Good luck"

- **Communication**
- **Goal**
  - Counselor and counselee work with the question, that was established in the Contract phase by processing and perspectivating
- **Counselor's positions**
  - Investigating and challenging
  - Setting information in context and thus creating knowledge for the counselee
  - Testing conclusions during the session
  - Meta communicating
  - Giving room for reflections

- **Toolbox (Phone)**
  - Look for the counselee's experiences and resources: "What do you do in your spare time?," "What do your parents say to your plans? ", "Have you spoken to others about your plans?," "Have you been in similar situations before, and how did you manage?," "What are you good at?"
  - Inquire into the future: "What if ...?," "What are you doing in 10 years time?," "Have you considered?"
  - Give and ask for room for reflections: "I will think about it", "Do you have time to think about It?," "Is it fine that I ask a colleague?," "Can I call you later?," "One moment, I will look into that"
  - Giving tasks: "Try to make a positive and negative list", "Try these inspiration tools," Encourage the counselee to take notes
- **Toolbox (Chat)**
  - Deliberate use of links and inspiration tools: "I will send you a link, look at the bottom of page ...", "Can you handle one more link?"
  - Evaluate during the session: "Is it understandable what we have been talking about?," "What does it mean in relations to your choice?," "How would you feel about ...?"
  - Look for the counselee's experiences and resources: "What do you do in your spare time?," "What do your parents say to your plans?," "Have you spoken to others about your plans?," "Have you been in similar situations before, and how did you manage? ", "What are you good at?"
  - Inquire into the future: "What if ...?," "What are you doing in 10 years time?," "Have you considered?"
  - Give and ask for room for reflections: "I will think about it", "Do you have time to think about It?," "Is it fine that I ask a colleague?," "Can I call you later?," "One moment, I will look into that"
  - Giving tasks: "Try to make a positive and negative list", "Try these inspiration tools," Encourage the counselee to take notes
- **Toolbox (Mail)**
  - Disposition of the text: message / conclusion first, then details
    - 1) Introduction / conclusion: Answer the who, what, where
    - 2) Background: answers to when, how. Provide information that explains and expands)
    - 3) Perspectives in response to the why and the what if
    - 4) Bonus Information (Check the guidelines)
  - Guiding in the use of the Internet: "The link here to ... you can use to ..."
  - Look for the counselee's experiences and resources: "What do you do in your spare time?," "What do your parents say to your plans?," "Have you spoken to others about your plans?," "Have you been in similar situations before, and how did you manage?," "What are you good at?"
  - Inquire into the future: "What if ...?," "What are you doing in 10 years' time?," "Have you considered...?"
  - Give and ask for room for reflections: "I will think about it", "Do you have time to think about It?," "Is it fine that I ask a colleague?," "Can I call you later?," "One moment, I will look into that"
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