

# Tip #1

## Doing the COPM Interview



Encouraging narratives or story-telling: “Can you tell me about your morning routine?”



Exploring comments for detail...“What part in getting ready in the morning do you find most challenging?”



Showing genuine curiosity...“You mentioned .....Tell me more about that? What makes it hard?”



Demonstrating mindful listening and empathy...“It sounds like mornings can be challenging. What would a great morning look like?”