Someone is waiting to be heard.

Haven Companion Training

Your training guide: what Haven is, your first week, how real conversations work, the people you'll meet, and what to write after a call.

Dear Companion,

You don't need to be clever, or have the perfect words. The people who call Haven don't want a perfect person. They want a real one, someone who listens properly and doesn't judge.

This guide has a lot of example lines. Please don't learn them by heart. Read them to understand the feeling behind them, then say it your own way. Your own way is what people will come back for.

With warmth, Team Haven

What's inside

PART 1 · WELCOME TO HAVEN

1 What Haven is, and your place in it

PART 2 · YOUR FIRST WEEK

2 Your first seven days

3 App basics you must know

PART 3 · HAVING REAL CONVERSATIONS

4 Sound like yourself, not a script

5 How a good call flows

6 Listening, the way a friend listens

7 Getting to know someone

8 When the conversation goes quiet

9 Conversations by topic

10 Three real calls, start to finish

PART 4 · WHO YOU'LL TALK TO

11 The people who call

PART 5 · AFTER THE CALL

12 Writing after a call

PART 6 · KEEP GROWING

13 Looking back, and practising

PART 1 · WELCOME TO HAVEN

1 What Haven is, and your place in it

In short: Haven is a place to talk to someone who listens. You're that someone.

Before they call you

Think about what it takes for someone to press that call button.

Many people think about it for days first. Some feel a little embarrassed that they need someone to talk to. Some are scared you'll judge them, or sound bored, or rush them. Some have tried telling friends or family, and it didn't go well. Some just had a long day, and the house is too quiet.

So when you pick up, the person on the other side is often a little nervous. The first few seconds of your voice tell them whether it was okay to call.

Why people call

- Something happened and they need to get it off their chest: a boss, a loss in business, a fight at home.
- There's something they can't say to anyone who knows them.
- They're in a new city, or their friends are busy with their own lives.
- They just want to chat about films, food, cricket, their day.
- They're stuck on a decision and want to think out loud.

The same person may call angry one week and call the next just to tell you about a film they loved. Both calls matter.

What Haven is not

Not therapy

You're a caring listener, not a counsellor or doctor. When someone needs professional help, you gently say so.

Not dating

Conversations stay friendly and respectful. Romance, flirting and sexual talk are never part of Haven.

Your place in it

You don't have to fix anyone's life, and you don't have to have answers. You just have to be properly there for the length of the call. Most people rarely get that, even from people who love them. That's what makes it worth something.

How your work grows

Speakers pay for each minute, so their time should never feel wasted. When someone feels genuinely heard, they come back, not because you asked them to, but because they want to. **People who come back are what grow your income.**

Companions who give around 2 to 3½ hours a day can earn about ₹23,000 to ₹48,000 a month. Your Earnings and Payout Policy explains how.

Your Haven documents

Document	Use it for
This Training	How to have good conversations, and what to write after a call
Companion Handbook	Haven's promises, your privacy and safety, scams, and what to do when a call becomes difficult
Earnings and Payout Policy	How you're paid: call earnings, fixed weekly pay, bonus, referrals and payout dates

PART 2 · YOUR FIRST WEEK

2 Your first seven days

In short: Your first calls will feel a bit nervous. That's normal, and it passes. One small thing to focus on each day.

1. **Before Day 1 · Get ready**
   Listen to your own voice intro. Does it sound like you? Check your UPI ID or bank account is correct and in your own name. Read the Companion Handbook once.
2. **Day 1 · Just pick up and listen**
   Go online for 2 hours in a row between 7 and 11 PM, and answer every call. Don't worry about saying the right thing. If you're nervous, it's fine. Speakers are often nervous too.
3. **Day 2 · Names**
   Ask what they'd like to be called, and use it. It's a small thing that changes how a call feels. After a call that meant something, write them one short message (Part 5).
4. **Day 3 · Notice why they called**

After each call, ask yourself: did they want to vent, to chat, to be cheered up, or to think something through? Part 4 will help.

5 **Day 4 · React before you ask**
When someone tells you something, react to it first ("Oh no." "Wait, really?") before asking the next question. Notice how the conversation changes.

6 **Day 5 · Silence and goodbyes**
Let a pause be a pause. And practise letting people go warmly when they're ready.

7 **Day 6 · Look back**
Use the questions in Part 6. Did a call stay with you? Talk to support. You don't have to carry it alone.

8 **Day 7 · Find your rhythm**
Pick the hours you can keep every evening. When you're online at the same time, people who liked talking to you can find you again. Your payouts arrive on the 7th, 15th, 23rd and last day of the month.

3 App basics you must know

In short: Go online when you're ready, answer within 43 seconds, go offline when you can't take calls.

What	How it works
Going online	Set your status to Online when you're ready. Go offline whenever you need a break.
Auto-offline	If you're inactive for about 30 minutes, the app marks you offline.
Answering calls	A call not answered within **43 seconds**, or declined, counts as missed.
Fixed weekly pay	₹100 a day for being online 2 hours in a row between 7 and 11 PM, without missing 2 calls in a row. Up to ₹700 a week.
Calls and chats	Every voice call counts, to the second. Chats are not paid. They're for staying in touch.

Block and Report	On the call or chat screen. Use it whenever a Speaker crosses a line.
Help and Support	In the app, or hello@myhavenclub.com, 24×7. Start with "URGENT" if someone may be in danger.

Before you go online

- ✔ A quiet corner, and earphones so the call stays private
- ✔ Phone charged, internet steady, water nearby
- ✔ A minute to settle yourself. If your own day was hard, it's okay to take a breather before you start.

PART 3 · HAVING REAL CONVERSATIONS

4 Sound like yourself, not a script

In short: People can tell within seconds whether they're talking to a person or a script. Be a person.

When we're trying to be good at something, we start sounding formal: "Thank you for sharing that with me." "I understand how you feel." These lines are polite, but they sound like a customer care call. They make people feel handled, not heard.

Think about how you talk to a friend who's had a bad day. You don't say "That must be very difficult for you." You say "Oh no, what happened?" or "No way. He said that?" That's the voice we want.

Sounds like a script	Sounds like a person
"Thank you for calling. How may I help you today?"	"Hi, I'm Riya. How's your evening going?"
"I understand how you feel."	"I can only imagine. Go on, I'm listening."
"Thank you for sharing that with me."	"I'm glad you told someone."
"That must be very difficult for you."	"That's a lot for one week."

"It sounds like you're feeling hurt."	"Not even a call? On your birthday? That would hurt anyone."
"How did that make you feel?"	"What went through your head when he said that?"
"Please feel free to call me anytime."	"Tell me how it goes tomorrow, okay?"

What makes a conversation feel human

- **React first.** "Oh no." "Wait, really?" "Haha, that's so funny." A real reaction tells them you're actually listening.
- **Not everything needs to be a question.** Sometimes just "Hmm. That's not fair at all" is enough. Too many questions feel like an interview.
- **Notice their voice.** "You sound tired today." "You sound really happy!" People rarely get noticed like that.
- **Pick up the small details.** If they mention their dog's name or what they ate, those are the things to come back to.
- **Laugh when something's funny.** Lightness is allowed, even in a serious call, if they bring it.
- **Be honest when you don't know.** "Honestly, I don't know what I'd do in your place either" is more comforting than a confident answer.
- **Have your own small tastes.** "I can't stand horror films, but tell me why you love them." Small opinions make you real.
- **Speak your comfortable language.** This guide is in English, but talk in whatever language you and the Speaker are both comfortable in.

If you ever catch yourself saying the same line to every Speaker, that's your sign to drop it.

5 How a good call flows

In short: Say hello like you mean it, help them settle, listen, ask what they want from you, and let them go warmly.

1 Say hello like you mean it first few seconds

Keep it short and easy. A smile can be heard. No long introductions.

> "Hi, I'm Riya. How's your evening going?"
>
> "Hello! Riya here. How are you?"
>
> "Hi! I'm Riya. Long day?"

Someone you've spoken to before: "Aman! How are you? Wait, first tell me, what happened with the interview?"

2 Help them settle in first minute

New Speakers often don't know how to start. Take that pressure off them.

> "What should I call you?"
>
> "We can talk about anything. There's no right way to do this."
>
> "First calls feel a little strange for everyone. Just tell me how your day was."
>
> "Are you at home, or still out?"

3 Listen most of the call

Let them finish. React to what they say. Ask about the part that seems to matter most to them.

> "In front of the whole team? Oh no."
>
> "Then what did you do?"
>
> "Hmm. And how are you now, after all that?"

4 Ask what they want from you

Some people want ideas. Most just want to be heard. Don't guess. Ask simply.

> "Do you want my honest opinion, or do you just want to get it out today? Both are fine."
>
> "Okay, if it were me, I'd probably… but you know him better than I do."

5 Let them go warmly

When they need to go, let them go easily, with something specific to what you talked about. Never ask them to stay longer.

> "Okay, go and eat something now. And tell me how tomorrow goes."
>
> "It was really nice talking to you, Arjun. Sleep well."
>
> "All the best for Monday. You'll be fine, you know your stuff."

6 Listening, the way a friend listens

In short: People won't remember your advice. They'll remember whether they felt you were really with them.

React to what you hear

Show them you've understood, in plain words, the way you would with a friend. You don't need to name their feeling like a doctor. Just say what anyone would feel in their place.

> "Not even a call on your birthday? That would hurt anyone."
>
> "So you're handling your mother's health and work, all alone? No wonder you're tired."
>
> "Wait, after all that work, he took the credit? I'd be so angry."

Ask questions that open things up

Closes the conversation	Opens it up
"Was it bad?"	"What happened?"

"Are you okay?"	"How are you, honestly?"
"Did you talk to him?"	"What did he say when you told him?"
"Do you like your job?"	"What's work like these days?"

Let them know they're not wrong to feel it

> "Honestly, anyone would be upset."
>
> "You're allowed to be tired of this."
>
> "That's not small. Don't let anyone tell you it is."

Check you've understood

When someone has told you a lot, gather it back in a sentence. It tells them you followed everything.

> "So, work is too much, your family wants you to switch, and you're not even sure what you want. That's a lot pulling at you."

Let silence be

When someone goes quiet, they're often thinking, or trying not to cry. Wait. If it goes on, say softly: "Take your time. I'm here."

Your voice

- Slow down a little for heavy things. Lighten up when they're cheerful.
- Small sounds tell them you're there: "hmm", "okay", "right", "oh".
- Don't rush to fill every gap.

What helps, and what doesn't

Helps

- "What happened?"
- "Go on."
- "That's not fair."
- "I'm glad you told someone."
- "Honestly, I don't know what I'd do either."

Doesn't help

- "Don't be sad." / "Just stay positive."
- "Others have it worse."
- "You should have..."
- "I know exactly how you feel."
- Turning the call into your own story.

7 Getting to know someone

In short: Start light, go deeper only when they open up, and remember the little things.

Start light, go deeper slowly

Begin where it's easy. Go deeper only when they seem ready. If they pull back, come back to something light.

Where you are	Things you might ask
Easy	"Had dinner yet?" · "What did you do today?" · "Morning person or night person?"
Their life	"What do you do these days?" · "What does a normal day look like for you?"
What's on their mind	"What's been bothering you lately?" · "What was the worst part of this week?"
What matters to them	"What are you looking forward to?" · "What would make things even a little easier right now?"

Remember the little things

When someone calls you again, being remembered means more than anything you could say. Their exam date, their sister's wedding, their dog's name, the interview they were scared of.

> "Wait, wasn't your exam on Monday? How did it go?"
>
> "How's your mother's knee now?"
>
> "Did Bruno stop chewing the shoes?"

Remember in your mind only. Never write down a Speaker's personal details, and never ask for their contact details.

Share a little of yourself

Conversations are two-way. A small, safe share makes you real, as long as you bring it back to them.

> "I used to get so nervous before exams, I couldn't eat. Are you like that?"
>
> "I'm terrible at cooking, honestly. What did you make?"

Never share your surname, area, workplace, college or anything that could identify you.

8 When the conversation goes quiet

In short: A quiet moment isn't a problem. Don't fill time. If they want to keep talking, be curious about them.

Ways to pick it up again

- **Go back to something they said:** "You mentioned your brother earlier. Are you two close?"
- **Follow what they lit up about:** "You sounded so happy talking about your village. What's it like there?"
- **Share something small:** "I had the worst chai today. What's your go-to?"

Easy things to ask

"What was the best part of your day?"	"What do you usually do on Sundays?"
"What's a film you've watched way too many times?"	"What's the one dish from home you miss most?"
"Which festival do you enjoy the most?"	"What were you like as a kid?"
"Who's the funniest person in your family?"	"Is there something you've always wanted to learn?"

Why people come back

Not because of a clever line. Because you remembered their mother's name. Because you laughed at their joke. Because you didn't judge them when they told you something hard. Because you let them go easily when they needed to. Because you were there at the same time the next evening.

If the call has naturally come to an end, let it end. Stretching a call makes people feel it was about the minutes, and then they don't come back.

9 Conversations by topic

In short: What you'll hear most often, what the person usually needs, and the kind of thing you might say.

Exam stress

What they usually need: to calm down a little, and to hear they're not hopeless.

> "Which subject is scaring you the most?"
>
> "You're this worried because you care about it. That's not a bad sign."
>
> "Okay, forget the whole syllabus for a second. What's one thing you can finish tonight?"

Avoid: "Just study more", or comparing them with toppers.

A bad day at work

What they usually need: to get it all out, and to hear they're not crazy for being upset.

> "Okay, tell me from the start. What happened?"
>
> "Has he always been like this, or is it new?"
>
> "Honestly, I'd have been upset too."

Avoid: "Just quit", or calling their boss names.

Family pressure

What they usually need: to feel understood without anyone being made the villain.

> "So they want one thing, and you want something else, and you love them. That's hard."
>
> "If it were completely up to you, what would you do?"
>
> "Is there anyone at home who gets you?"

Avoid: criticising their parents or family.

A breakup or heartbreak

What they usually need: to be sad without being told to move on.

> "I'm sorry. Even when it's over, it doesn't stop hurting just like that."
>
> "What do you miss the most?"
>
> "Are you eating properly at least?"

Avoid: "You'll find someone better", or badmouthing the other person. Stay a friend, never romantic.

Lonely, or new in a city

What they usually need: company, and to feel a little less alone.

> "A whole new city, alone. That takes guts, honestly."
>
> "What do you miss most about home? The food, I'm guessing?"
>
> "Have you found even one place there that you like?"

Avoid: becoming their only person. Be glad when they tell you about new friends.

Confused about career

What they usually need: someone to think out loud with.

> "Okay, what are the options in your head right now?"
>
> "Forget money for a second. Which one makes you excited?"
>
> "What's the part you keep going back and forth on?"

Avoid: deciding for them.

A business or money loss

What they usually need: to put down the stress, and the shame they feel about it.

> "That's a big loss. How are you holding up?"
>
> "Have you been able to tell anyone at home?"
>
> "One bad deal doesn't make you bad at what you do."

Avoid: money advice. If they need it, suggest someone qualified.

Tired parents

What they usually need: to hear they're doing okay.

> "Two kids and a job? When do you even sleep?"
>
> "Honestly, the fact that you're worried about being a good parent says you are one."

Avoid: any comment on how they're raising their children.

Health worries

What they usually need: comfort, and a gentle push to see a doctor.

> "That would worry me too. Have you shown it to a doctor yet?"
>
> "Waiting for reports is the worst part, isn't it?"

Avoid: guessing what's wrong or suggesting medicines.

Just want to chat

What they usually need: easy, fun company.

> "So what are you watching these days? I need something new."
>
> "Tea or coffee? Be honest, this is important."
>
> "Did you watch the match?"

Avoid: turning it serious. Light calls matter too.

10 Three real calls, start to finish

In short: Notice how short and natural the Companion's lines are. That's the point.

Call 1 · Someone who needs to let it out

Companion: Hi, I'm Riya. How's your evening going?

Speaker: Not good. My boss shouted at me in front of the whole team today.

Companion: Oh no. In front of everyone? What happened?

↳ *A real reaction, then one simple question.*

Speaker: I submitted a report one day late. My mother was in hospital. He didn't even ask why.

Companion: Wait, your mother was in hospital, and he didn't even ask? That's... honestly, that's not okay.

↳ *Says what anyone would think. No formula.*

Speaker: I almost cried in the meeting.

Companion: Hmm. Anyone would have. You were already carrying so much. How's your mother now?

↳ *Turns to what matters most to them.*

Speaker: Better. She's home now.

Companion: Thank god. That's the main thing.

Companion (a little later): Do you want to think about how to handle him tomorrow, or do you just want to get it all out today? Either's fine.

↳ *Asks before giving advice.*

Companion (when they need to go): Okay, go sit with your mother for a bit. And I hope he's in a better mood tomorrow. Take care, Rohan.

Call 2 · A quiet first-timer

Companion: Hello! I'm Meera. How are you?

Speaker: Okay... I don't really know what to say. This is my first time.

Companion: That's completely fine. Honestly, first calls are a bit strange for everyone. What should I call you?

↳ *Takes the awkwardness away by admitting it.*

Speaker: Arjun.

Companion: Hi Arjun. Had dinner?

Speaker: Yes, just ate. Maggi. I moved to Pune last month, so mostly I eat alone.

Companion: Maggi for dinner. Okay, that's very new-city of you. Where were you before?

↳ *A little lightness, then curiosity about them.*

Speaker: Indore. My mother's cooking, every day.

Companion: Oh, so from poha every morning to Maggi. No wonder you miss home. What's the one thing she makes that you miss the most?

↳ *Picks up the detail they cared about.*

Companion (end of call): It was really nice talking to you, Arjun. And please eat something better than Maggi tomorrow!

Call 3 · Someone who's called before

Companion: Sneha! Hi! Wait, before anything, how did the interview go?

↳ *Remembering is what makes people come back.*

Speaker: You remembered! I got through to the final round!

Companion: No way! I knew it! Okay, tell me everything. What did they ask?

↳ *Real happiness for them, and lets them tell the story.*

Companion (end of call): I'm so happy for you. Final round on Friday, right? All the best, you'll be great.

PART 4 · WHO YOU'LL TALK TO

11 The people who call

In short: Every person is different, but noticing why someone called helps you know how to be there for them. The same person can be different on different days.

Someone looking for a friend

You'll notice: they tell you small everyday things. Often new to a city, or living alone.

What they need: to feel someone's glad to hear from them.

> "Hey! So, what happened at the office today?"

Be careful of: becoming their only person. Be happy when they make friends.

Someone who needs to let it out

You'll notice: they start talking fast, sounding upset about a boss, a loss, a fight at home.

What they need: to say all of it, without being stopped.

> "Okay, tell me everything. I'm listening."

Be careful of: jumping in with advice too soon.

Someone who calls regularly

You'll notice: they call often, sometimes at the same time every evening.

What they need: familiarity, and for you to remember.

> "Hi! So did the landlord finally fix the tap?"

Be careful of: forgetting what they told you last time.

Someone who just wants to chat

You'll notice: cheerful, wants to talk films, food, cricket, life.

What they need: fun, easy company.

> "Okay, I need a film recommendation. What's the last good one you saw?"

Be careful of: steering them toward serious things.

Someone shy or quiet

You'll notice: short answers, long pauses, "I don't know what to say".

What they need: patience, and easy questions.

> "That's okay, we can go slow. What did you have for dinner?"

Be careful of: filling every silence, or asking three questions at once.

Someone carrying something heavy

You'll notice: "I've never told anyone this...", long hesitation before they speak.

What they need: to feel safe, and not judged.

> "Take your time. Whatever it is, it stays between us."

Be careful of: sounding shocked. If what they share involves someone's safety, follow your Companion Handbook.

Someone who wants advice

You'll notice: "What should I do?", "What would you do?"

What they need: help thinking clearly, not a decision made for them.

> "Okay, let's think. What are your options right now? And which one does your gut like?"

Be careful of: telling them what to do. Share your view as a friend, if they want it.

Someone under pressure

You'll notice: exams, results, deadlines, targets.

What they need: to slow down for a minute.

> "Okay, breathe for a second. What's the one thing worrying you most?"

Be careful of: "Don't worry, it'll be fine" before you've even heard the worry.

Someone with good news

You'll notice: they sound excited before they've even said why.

What they need: someone to be happy with.

> "You sound so happy! What happened?"

Be careful of: moving on too fast. Enjoy it with them.

Someone angry

You'll notice: loud, frustrated, upset with the world.

What they need: to be angry for a bit, without an argument.

> "You're really angry. Okay. What happened?"

Be careful of: arguing back. If the anger turns on you, set a boundary (see your Companion Handbook).

People who need extra care

Some Speakers want a therapist, push toward romance, ask for your personal details, become over-attached, or may be in danger. Your **Companion Handbook** tells you what to do in each of these.

PART 5 · AFTER THE CALL

12 Writing after a call

In short: After a call that meant something, one short message in the Haven chat,

the way you'd text a friend. One detail from the call. That's it.

What makes a message feel real

The best messages are about something only that person told you. A message that could be sent to anyone feels like a greeting card. A message about their mother's fever, or their Maggi dinner, tells them you were really listening.

Sounds like a greeting card	Sounds like you
"Thank you for sharing with me today. Take care of yourself!"	"Hope your mother's feeling better tonight, Rohan."
"Wishing you all the success in your exam! You deserve it!"	"All the best for maths tomorrow, Rahul. Don't stay up too late."
"Always here for you. Be kind to yourself."	"Get some sleep, Priya. Today was a lot."
"It was lovely talking to you! Please call again!"	"Okay, adding that film to my list. Will tell you what I think!"

Do

- Send it soon after the call.
- Mention one real thing from the call.
- Keep it to a line or two.
- Use their name.
- Send one message, then leave it.

Don't

- Ask them to call again, or say you're waiting.
- Send another if they don't reply.
- Use hearts, romantic words or pet names.
- Ask for ratings, gifts or contact details.
- Send the same message to everyone.

Chats are not paid, and they're not a trick to bring people back. They're just what a caring person does after a conversation. That's exactly why they work.

Examples

These show the idea. Your message should be about your call, in your words.

AFTER A BAD DAY AT WORK

"Hope tomorrow's a calmer day, Rohan. And that your boss has had his coffee."

AFTER A HEAVY CALL

"Get some sleep tonight, Priya. Today was a lot."

NIGHT BEFORE AN EXAM
"All the best for maths tomorrow, Rahul! Don't stay up too late revising."

BEFORE AN INTERVIEW
"All the best today, Sneha! You know your stuff."

AFTER GOOD NEWS
"Still so happy about your news, Kavya. Congratulations again!"

AFTER A FUN CHAT
"Okay Arjun, that film is on my list now. Will tell you if you were right!"

AFTER A FIRST CALL
"It was nice talking to you, Arjun. Eat something better than Maggi tomorrow!"

WHEN SOMEONE'S FAMILY MEMBER IS UNWELL
"Hope your mother's fever comes down tonight, Rohit."

SOMEONE NEW IN A CITY
"Do try that dosa place near your office, Neha. Tell me if it's any good."

AFTER A BREAKUP
"It won't always feel like this, Simran. Eat something and sleep early tonight."

AFTER A SHORT CALL
"Thanks for calling, Ankit. Have a good evening!"

ON THEIR BIG DAY (ONLY ONCE)
"Sneha, final round today, right? All the best!"

ON A FESTIVAL
"Happy Diwali, Meena! Hope there are lots of sweets at home."

When a Speaker writes to you

- **Reply kindly and briefly.** Chats are for staying in touch, not long conversations.
- **If they want to talk properly,** say: "Haha, this needs a call. I'm usually online in the evenings."
- **If a message crosses a line** (flirting, asking for your number, money), don't reply to it. Follow your Companion Handbook.

NEVER SEND
"Please call me again." · "I'm waiting for you." · "I miss you." · Hearts or romantic emojis · Your number or social media · Requests for ratings or gifts

13 Looking back, and practising

In short: Two minutes of honest thinking after each session will make you better faster than anything else.

After each session, ask yourself

- ✓ Did anyone sound lighter at the end than at the start?
- ✓ Did I listen more than I talked?
- ✓ Did I sound like myself, or did I slip into "script voice"?
- ✓ Did I ask before giving advice?
- ✓ Did I let people go easily when they wanted to?
- ✓ Did anything make me uncomfortable that I should report or talk about?
- ✓ How am I feeling? Do I need a break?

Practice

Read each one and think about what you'd say, in your own words. Then look at the example.

"I failed my exam. My parents will be so disappointed."

YOU MIGHT SAY: "Oh no, I'm sorry. That's such a heavy feeling. Have you told them yet, or is that the scary part?"

A Speaker says hello and then goes silent.

YOU MIGHT SAY: "It's okay, no rush. We can just talk about anything. How was your day?"

"Should I quit my job?"

YOU MIGHT SAY: "Hmm, big question. What's making you want to leave? Is it the work, or the people?"

"I got engaged!"

YOU MIGHT SAY: "What! Congratulations! Okay, how did it happen? Tell me everything."

Someone who called last week calls again.

YOU MIGHT SAY: "Rohit! Hi! How's your father? Last time you were so worried."

"Nobody understands me."

YOU MIGHT SAY: "That's a lonely feeling. I'd like to try. What's been going on?"

The call has gone quiet, but they seem happy to stay.

YOU MIGHT SAY: "Okay, random question. What's the best thing you've eaten this week?"

"I need to go now."

YOU MIGHT SAY: "Of course! It was really nice talking to you. Good luck with tomorrow."

Remember

People don't come back for perfect words. They come back because talking to you felt easy, and because you actually cared. That part can't be scripted, and it's already in you.

↑ Back to the top