

How to deal with drop-ins

1 Respectfully interrupt

(Use their name)

2 Find out why they are there

"What do you need from me?"

"What's your question?"

3 Acknowledge their emotion (optional)

"(John,) I understand that you want to talk to me."

4 Make clear appointments

"I can help you; now, later, or not at all."

If someone keeps walking in: give feedback on their behavior.