

Solution Oriented Approaches: Individual Conversations

WHAT WOULD A SOLUTION ORIENTED CONVERSATION LOOK LIKE?

- Helping people tell their story
- Goaling
- Exception finding
- Establishing a preferred future including asking the miracle question
- Scaling
- Feedback



HELPING PEOPLE TELL THEIR STORY

Attending - Using listening body language

Acknowledging - 'I understand', 'I see', nodding

Silences - Give them space to think, feel and express

Checking - 'I,m not sure I understand, can you explain....?'

Reflecting - 'It sounds like you're frustrated about.....'

Summarising - 'So, what you're saying is....is that right?'

Affirmation - 'Thank you.....'

GOALING

Sensible, Measurable, Achievable, Realistic and Timely (SMART) Targets

Positively worded - If a goal is negative what might you do instead?

Doing/ Observable - Who would notice you did that?

Collapse goals that are to big

Noticed by - How will you know they have noticed?

EXCEPTION FINDING

Exceptions can find pathways to solutions - ask helpful questions

Tell me about a time when the problem doesnt happen?

What are you doing differently when you stand up to the problem?

When was the last time things were a little better? What was different then?

What are others doing differently?

What needs to happen so as that can occur more often?

PREFERRED FUTURE INCLUDING MIRACLE QUESTION

Lets imagine tomorrow is a good day.....

Suppose it is a month's time, and things are as you want them to be, what would you be doing?

What would you be doing differently?

Tomorrow you are your best you, how will you know?

Next time you have the problem you handle things better, how will you know?

SCALING

On a scale of 1-10, with 0 being the worst things have been in relation to the problem and 10 being when the best things will be for you, where are you now?

What have you been doing to reach that point on the scale?

How did you do that?

How did it help?

Who else has noticed?

How motivated are you to change?

FEEDBACK

Thank you for sharing.....

Feedback key elements of the story
'I understand that you...'

Compliment
'I found out a lot about you.....I was impressed by..'

Recap goals and link these to strengths