

STAGE 1 What's going on?	STAGE 2 What do I need or want instead?	STAGE 3 How do I get what I want or need?
1A – Help clients tell their stories <i>Skills: active listening, reflecting, paraphrasing, checking understanding, open questions, summarising</i> Useful Questions: • Could you tell me more about that? • How do/did you feel about that? • What are/were you thinking? • What is/was that like for you? • What else is there about that?	2A – Help clients use their imaginations to spell out possibilities for a better future <i>Skills: Brainstorming, facilitating imaginative thinking i.e. quantity vs. quality, anything goes - have fun, write down ideas verbatim, don't analyse or judge, keep prompting - 'what else?'</i> Useful Questions: • If you could wake up tomorrow with everything just how you want it, what would it be like? • What do you ideally want instead? • What would be happening? • What would you be doing/thinking/feeling? • What would you have that you don't have now? • What would it be like if it were a bit better?	3A – Possible actions: Help clients see that there are many different ways of achieving their goals <i>Skills: Facilitation of brainstorming</i> Useful Questions: • How many different ways are there for you to do this? • Who/what people, places, organizations, ideas might help? • What has worked before/for others? • What about some wild ideas?
1B – Help clients break through blind spots that prevent them from seeing themselves, their problem situations, their unexplored opportunities as they really are <i>Skills: Challenging; different perspectives, patterns & connections, should & oughts, negative self-talk, blind spots (discrepancies, distortions, incomplete awareness, things implied, what's not said), ownership, specifics, strengths</i> Useful Questions: • How do others see it/you? • Is there anything you've overlooked? • What does he/she think/feel? • What would he/she say about all this? • What about all of this is a problem for you? • Any other way of looking at it?	2B – Help clients choose realistic and challenging goals that are real solutions to the key problems <i>Skills: facilitating selecting and reality checking with respect to internal and external landscape</i> Useful Questions: • What exactly is your goal? • How would you know when you've got there? • What could you manage/are you likely to achieve? • Which feels best for you? • Out of all that, what would be realistic? • When do you want to achieve it by?	3B – Help clients choose best-fit strategies that are realistic for the speaker, in their circumstances and consistent with their values <i>Skills: Facilitation of selecting and reality checking</i> Useful Questions: • Which of these ideas appeals most? • Which is most likely to work for you? • Which are within your resources/control?
1C – Help clients choose the right problems to work on <i>Skills: Facilitating focussing and prioritising an area to work on</i> Useful Questions: • What is the most important? • What would be best to work on now? • What would make the most difference? • What is manageable?	2C – Help clients find the incentives that will help them commit themselves to their change agendas <i>Skills: facilitation of exploring costs and benefits, and checking commitment to goal</i> Useful Questions: • What will be the benefits when you achieve this? • How will it be different for you when you've done this? • What will be the costs, disadvantages, downsides to doing this?	3C – Help clients craft a plan <i>Skills: Facilitation of action planning</i> Useful Questions: • What will you do first? When? • What will you do next? When?