

WHAT DO YOU WANT?

A question should get someone to think about what they want in the future and have a sense of hope.

What are your **best hopes** from this conversation today?

What would be the best outcome from today?

What do you hope will happen as a result of this conversation?

What would you hope to happen from me coming to see you today?

Let's suppose that our meeting is useful. How would you know?

I am hoping that today is useful for you. How would you know it has been useful?

How would you know if our phone call today was useful?

How would you know if our phone call today has been helpful?

Suppose this conversation is useful, in a couple of weeks what will be different for you?

If we had done something helpful/useful today how would you know in a couple of weeks?

What would you like to have achieved by the end of the conversation?

By the end of the conversation what would you like?

What needs to come out of this conversation today?

Do you feel this conversation has been useful?

What would you like to achieve from this meeting?

Would you like to ask me anything?

What can I do today?

What would you like to talk about today?

What would you like from this chat?

When you are going back to see someone you already know:

How are things going.....? You have mentioned some new things, is there anything in there that we need to work on? What would you want?

What's important that we sort out now?

Is there anything else I can help you with today?

WHAT IF YOU WANT TO GIVE A SUGGESTION?

- I am wondering if/about/whether... What do you think?
- I have a thought but I don't know if it's useful/helpful/a good idea....
- I have a thought would you like to hear it, because I am not sure if it's useful to you.....
- You will have a better idea but I am wondering whether....

THE FUTURE

- Suppose things got better. What would be the first small signs of progress?
- *How would things look if things were better for you?*
- If you have a better day, what will be different?
- If you have a perfect day, what will be different?
- *When things are better for you how will you benefit?*
- What three wishes do you have?
- Suppose you were making progress on this, how would you know/ how would the family/others know?
- *If you were moving forward, what would it look like? How would your family know you were moving forward?*
- Suppose you tried that, what would be different?
- Suppose you tried that how would that be helpful?
- *If you tried something different what would that look like?*
- What would your day look like, if things were improving?
- What difference would it make when your best hopes become reality? How would your future look?
- *If things were better for you what would it look like?*
- *In an ideal world, what would you like to achieve?*

- *If things were better between you all, what would it look like, what would be happening?*
- *If I were a fly on the wall, how would I notice everything is working?*

- *What would your daughter notice if things were better?*

NEXT STEPS

- What would be your next step?
- What would be a sign of progress?
- What can you do yourself?
- *What small step could you do now to make things a little better?*
- *What could we/you do now to make the situation a little bit easier?*

FINDING RESOURCES THAT ARE ALREADY THERE

- You are obviously doing something right? What are they?....How did you manage to do that?
- How have you helped yourself in the past? How did you do that?
- When the problem is not as bad, what are you doing then?
- How do the people around you help you?

WHAT'S WORKING?

- *What's been going well?*
- *What's working?*
- *What's changed, What's different*
- What's working that you don't need to change?
- *What's going well that you would keep doing?*
- What's been going well for you lately?
- Thinking of what's working what do you want to continue?
- *What do you want to continue that's been working well?*
- *You've found that this works. Is there a way you can do that more often?*

- *Can you use these skills to help with other situations that you are facing?*
- What else has been going well for you lately?
- I am sure you have been doing a lot to solve this/get through before you phoned use/we came along. What have you already been doing that's helpful?
- *Before we have met today, how have you managed so far?*
- Since you have contacted us how have things progressed?
- What have you already tried since you contacted focus?
- What have you noticed that helps you?

USING RESOURCES

- *Well that was working before, so how did you make it work? Can you do that again?*
- *How have you fixed things before?*
- How did you do that?(this presupposes action, competence and responsibility (Walter and Peller 2000))
- How did you manage to do that? – the client relates his successes Walter and Peller 2000)

USING SCALES

- How did you get to 3?
- Where would you like to be?
- If you were further up the scale, what would that look like?
- What are you most pleased about having arrived at 5?
- *What has really pleased you about moving up the scale?*
- What small steps would it take you to move slightly up the scale?
- What would you do to move up the scale a bit?
- Suppose you were 9 instead of 4. What would you have done to make things work so well?
- When the client gives a high score you might ask “where does this willingness to work hard come from?”

- Suppose your e.g. motivation/interest in doing this....was higher, what would you notice that was different about yourself? What would you be doing differently?

GENERAL USEFUL PHRASES

- How did you manage to do that? (helps them notice how they are achieving things)
- What else?
- How would that be useful to you? (following an idea or a solution)
- How would you know that was helpful? (following an idea or a solution)
- What would you be doing instead? (if things were better)
- What would be happening instead? (if things were better)
- I am wondering....?
- What's better?

WHEN PEOPLE ARE STUCK

- *Sounds like you are a bit worried. What would you like to talk about now?*
- *We talked earlier about the things that were working, let's look at them again and see if they help us find a way forward?*
- *Suppose you could move forward but only took small steps,*
 - *what small things would you do?*
 - *Where could you start?*
 - *What could you do first?*
- Suppose we had a conversation that was useful to you, what would need to happen?
- *If we did this, what would be the benefit?*
- When this happened before, what helped to make things better?
- How are you already managing to deal with this? What other things could help that you might have tried for other problems?
- What do you want to achieve?
- How will you know that we have made some progress?

- *We need to know that it's working for you so let's get together in 3 weeks. But how are you gonna know that it's working for you?*
- What will tell you that you don't need us involved any more?
- What was helpful in the past when there was a setback? Could that be useful here?

When people answer "I don't know"

- Suppose you did know, what might be different?
- Suppose you did know, what would you say?
- Suppose I was to ask your mother/partner/child/colleague/ what would they say?
- How would things be different if you did know?
- How would your life be better if you did know?
- Take a guess.
- Of course you don't *know* yet. What do you *think*?

In difficult circumstances and crises

- How do you cope with everything that is going on and all you have gone through?
- How do you succeed in getting from one moment to the next?
- What helped in the past even if only slightly?
- Could it be worse than it is? Why is it not worse?
- What do other people say you do very well in bad times?
- Imagine that in 6 months/2 years... when things are going better you look back on today, what will have helped you to improve things?
- On a scale of hope where 10= very hopeful, and 0 = not hopeful at all, where would you say you are right now? What is in that score? Why is it not lower?
- Suppose you were one or two steps higher, what would be different in your life?
- Suppose there is a solution, what would be different and better?

The above are from Fredrike Bannink. SF conflict management.

SHOWING PEOPLE YOU ARE LISTENING

Do your usual things such as mmmm, etc and you can add some others.

1. Repeat some of their words to build on them or just to allow them to keep talking.
2. You said x and y.....Suppose that was no longer happening; what would you be doing instead?
3. Practice saying “ Can I just repeat back what you said, because I want to make sure I have understood you properly? And then repeat it
4. Are you saying that....?

This is just a little table that compares more and less useful forms of questions from a purely Solution Focused point of view.

MORE USEFUL FORM OF QUESTION	LESS USEFUL FORM OF QUESTION
What small signs will tell you that you are on the right track?	What's stopping you?
What could you do to ensure this happens?	What are the obstacles to achieving this?
How can you make sure this happens again?	Why can't you do that more often?
What have you done before that's worked?	Have you done that before?
What did you learn from that?	Was that useful?
What might you do differently?	Why did you do that?
What did you do to contribute to the outcome?	Is there anything that you did that helped?
How did you know how to do that?	Why did you do that?
When have you been further up the scale?	Have you ever managed to do better?
What else?	Anything else?
<i>The above are in A Kay Fry the Monkeys referenced to</i>	<i>Shaun Lincoln and Janine Waldman.</i>
I am wondering whether....	You should consider....