



For each of the following	Please rate your confidence on a scale of 1-10 (where 10 is high)	Comments and Reflections
<u>Change Conversations</u>		
ABC of Change	1 2 3 4 5 6 7 8 9 10	
The Spirit of Change Conversations	1 2 3 4 5 6 7 8 9 10	
The Change Conversation Tree	1 2 3 4 5 6 7 8 9 10	
Change Conversation Communication Skills (OARS)	1 2 3 4 5 6 7 8 9 10	
<u>The Solution Focussed Approach to Change Conversations</u>		
Origins	1 2 3 4 5 6 7 8 9 10	
Solution Focussed Assumptions (8) and Principles (3)	1 2 3 4 5 6 7 8 9 10	
Shifting from Problems to Solutions	1 2 3 4 5 6 7 8 9 10	
Opening Questions (The Keys to Co-operation)	1 2 3 4 5 6 7 8 9 10	
Listening with a Constructive Ear	1 2 3 4 5 6 7 8 9 10	
Say It Back – Zoom in – Zoom Out	1 2 3 4 5 6 7 8 9 10	
Zooming In: <ul style="list-style-type: none"> <li>• Detailing Questions</li> <li>• Amplifying Questions</li> </ul>	1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10	
Zooming Out: <ul style="list-style-type: none"> <li>• Widening Questions</li> </ul>	1 2 3 4 5 6 7 8 9 10	
Relationship Questions	1 2 3 4 5 6 7 8 9 10	
Solution Focussed Challenges #1: <ul style="list-style-type: none"> <li>• “I don’t know”</li> </ul>	1 2 3 4 5 6 7 8 9 10	



The Solution Focussed Process		
Goals (Best Hopes)	1 2 3 4 5 6 7 8 9 10	
Ideal (Preferred) Future <ul style="list-style-type: none"> <li>• The Miracle Question</li> </ul>	1 2 3 4 5 6 7 8 9 10	
Solution Focussed Challenges #2: <ul style="list-style-type: none"> <li>• “the problem is”</li> <li>• “he needs to do more”</li> <li>• “I want to be less stressed”</li> <li>• “I want to be younger”</li> </ul>	1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10	
Times and Signs <ul style="list-style-type: none"> <li>• Instances</li> <li>• Scaling Questions</li> </ul>	1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10	
Identity Questions	1 2 3 4 5 6 7 8 9 10	
Making Lists	1 2 3 4 5 6 7 8 9 10	
Working Close to the Problem <ul style="list-style-type: none"> <li>• Listen and Acknowledge</li> <li>• Coping Questions</li> <li>• Exceptions</li> <li>• Views of Others</li> </ul>	1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10	
Closing & Homework	1 2 3 4 5 6 7 8 9 10	
Follow Up Sessions: “What’s Better?”	1 2 3 4 5 6 7 8 9 10	