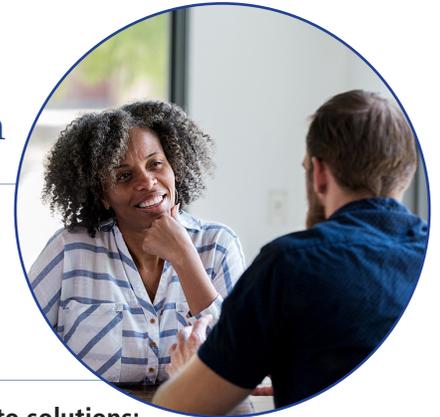


## Moving from Establishing Empathy to Engaging the Person in Discerning Best Action



**1. Focus on the moment and what's manageable:**

- a) "What seems like the next best step for you to do?"
- b) "What feels doable right now?"
- c) "How can I/we be helpful to you, right now?"

**2. Listen for and reconnect them to their strengths to open their minds to solutions:**

- a) "I heard your frustration and anger clearly. I also got a glimpse of your strength. You seem to have some ideas about what you'd like to do about this."
- b) "When you can't see your own strengths, who do you trust to help you to see them?"

**3. Focus on the recent past, when the challenge was not a barrier for them:**

- a) "I noticed recently that you were able to \_\_\_\_ (feel or act in a certain way). What was different about that time?"
- b) "Sounds like this has come up for you in the past. Is there anything about how you dealt with it then that would be helpful to remember now?"
- c) "When you felt this in the past, what was one of your strengths that allowed you to deal with it?"

**4. Change perspective and focus on desire to change:**

- a) "What do you see as the benefits of dealing with this challenge?" "What might be the ramifications if you do not?"
- b) "If you could operate with a clear head and light heart right now, what do you imagine you would do?"

**5. Recognize when the person feels stuck and assist them to think about what it would take to become unstuck:** (If you want to offer suggestions, be sure to ask for permission first.)

- a) "You seem stuck right now. Do you need some time before you can think about next steps?"
- b) "Who is 'on your team' that you trust to offer suggestions?"
- c) "You seem a bit stuck when it comes to ideas for what to do next. Would you like me to offer some options to get your own ideas flowing?"
- d) "We both have seen others (other organizations) face similar challenges, would it be helpful to talk about what we remember worked for them?"

**6. Change expectations > change attitude:**

- a) "I/we need you to \_\_\_\_ because of \_\_\_\_; and I also realize that sometimes things get in the way of meeting expectations. When you're unable to \_\_\_\_, I need you to let me know as soon as possible so we can work to reduce the impact."