


<p>Tip</p> <p>Start with:</p> <ul style="list-style-type: none"> Tell me about ... How ...? When ...? Where ...? What ...? Describe ... 	<p>Set a joint agenda</p> <p>What would you like to cover today?</p> <p>What would you like to know about?</p> <p>What worries have you had since your last visit?</p> <p>What else would you like to go over?</p>	<p>What does person believe</p> <p>What do you think about ...?</p> <p>What do you make of it?</p> <p>How does your situation make you feel?</p> <p>Describe how you feel about ...</p> <p>Different people react differently to finding out about ... How does it make you feel?</p>
<p>Tip</p> <p>Ask yourself:</p> <p>Who is doing most of the talking in this conversation?</p> 	<p>Person's feelings about change</p> <p>What is good about ...</p> <ul style="list-style-type: none"> staying the same? making change? <p>What worries do you have about ...</p> <ul style="list-style-type: none"> staying the same? making change? <p>What is the worst thing that could happen?</p> <p>What is your vision for the future?</p>	<p>Set goals</p> <p>What do you want to do?</p> <p>When will you do it?</p> <p>How often will you do it?</p> <p>How important is it to you?</p> <p>How confident do you feel about doing this?</p> <p>Who / what can support you with this?</p>

Questions for different SMS situations

Solve problems

What might help you to ...?

How else do you think you could handle it?

What ideas do you have?

What might you be overlooking?

What are the pros and cons of doing that?

How have you handled something like this before?

Tip

Ask yourself:

Who else needs to be part of this conversation?



Check you have been clear

We have covered a lot today, it can be hard to remember everything. Can you tell me the key points we have discussed?

To make sure I have explained things clearly, can you tell me what you will say to your family about your visit when you go home?

Can you show me how you will ...?

Tip

Remember, the argument for change comes from the person not from you.



Follow up on goals

How has it gone?

Tell me about ...

- what went well
- what is getting in the way.

What will make you more confident?

What have you done to reward your success?

What else can I do to support you?

Tip

Remember, pause and allow the person time to think.

