

# GOAL

- I have noticed recently that .....
- I would like to explore how I can help you with .....
- What would you like to achieve from today?

# WAY FORWARD

## M.A.P.

- What actions do you need to take?
- By when will these actions be achieved?
- Tell me about how you are going to achieve your actions.
- What else can you do?
- What support will you need from me/ others?
- How will you review and monitor progress with your plan?
- What outcome will you be pleased with?
- When are you going to start with ....?
- What are you going to do first?
- When will we meet to discuss how you are progressing?

REALITY

## NOW

- What might contribute to this situation?
- How long has this been going on for?
- When does it happen?
- How does it make you feel?
- What is the immediate impact of your actions on the team/ others?
- How does this affect things in the long term?
- How have you tried to deal with this situation?
- How effective was that?
- How can you change your actions to make the outcome more effective?
- What else needs to change?
- What would be an ideal outcome for you?

## CHOICES

- What can you do to prevent the situation?
- How can you put these actions into place?
- What is the most difficult / challenging action you need to take?
- Why is that difficult/ what are the obstacles?
- What can you do differently?
- Who else can help you to reach a successful outcome?
- What is the first step you need to take?
- What would happen if you didn't take any action?
- How can I help you?
- What support do you need to deal with ....?
- Who can you talk to who has also experienced ...?

## OPTION