

EXPLORE OR SCAN PROBLEMS

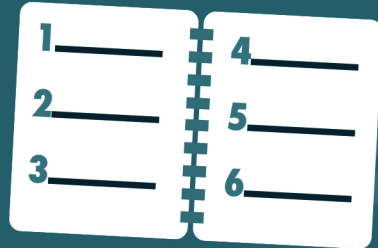
Client lists problems they want to deal with
 Describe > specify > name each problem
 Don't jump to solutions
 Avoid 'why' questions
 Are the listed problems suitable?

Should you freeze these problems to make them actionable?



PRIORITIZE GOALS AND PROBLEMS

Choose up to three problems
 Balance the important against the urgent
 What is the main priority and why?
 Be clear about your client's motivation
 Be clear about agency requirements.
 Extract and agree goals for each problem



MAKE AN AGREEMENT

Agree to take on up to three priority problems
 Define each problem and its goals
 Identify tasks to achieve the outcomes
 State or write the agreement



GOALS SHOULD BE:

S Specific
M Measurable
A Attainable
R Relevant
T Time-bound



DECIDE AND PLAN TASKS

Identify tasks
 Build motivation
 Work out details and skills needed
 Devise a programme
 Identify and remove obstacles



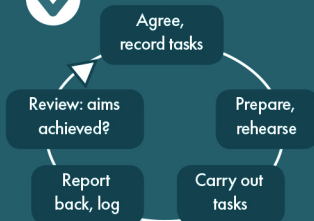
TASKS SHOULD BE:

motivating
 feasible
 desirable
 problem-focused



MIDDLE PHASE CYCLE

Timetable for task completion
 Client and worker both involved in tasks



DEFINING TASKS:

What to do?
 Who will do it?
 How?
 New skills needed?
 Why it will help?



ENDING PHASE REVIEW

Repeat for each problem.



How did it go?
 How did it feel?
 What did you learn?
 What did you achieve?

