



## **FIVE STEP CONSULTATION FOR FINDING SOLUTIONS QUICKLY**

When time is limited, this brief, focused format may prove helpful. It needs customising to the needs of the situation.

### **Step One**

- Could you put the issue / problem into one or two words?
- Could you put those words into one or two sentences?
- Could you tell me briefly what the problem is?

The manager acknowledges the person's concerns. Don't rush into providing solutions. Avoid getting bogged down in detail.

### **Step Two**

Convert problem statements into goals.

- What will be different about the situation when it's better?
- After we've talked what would you know / be able to do?

### **Step Three**

In terms of how near you are to achieving the goal, on a scale of 0 to 10, with ten being you are already there and 0 being the opposite, where would you say you are now?

- Where do you need to get to?
- How would you know that you had moved up one point on the scale?
- Can we agree one small step you could take to achieve this?

### **Step Four**

Once you have identified the small step, then ask:

- What would need to happen for that to happen?
- What would you or anyone else need to do?

Continued overleaf...

## **Step Five**

Signal ending. Summarise what person has already achieved and the next step they are going to take.

## **Key Points**

- Give undivided attention.
- Ask more, tell less.
- Project calmness and confidence in your colleague.
- End on a positive note.

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