

Welcome to

# Positively Speaking Putting SF to work



With  
Janine Waldman

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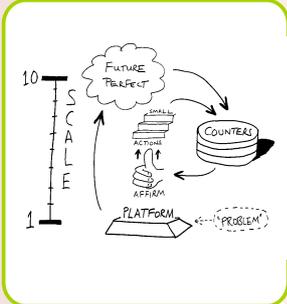
# Today we will...

- Review and explore the solutions focus conversational tool kit
- Best use presupposition language to further increase the efficiency of your daily conversations
- Meet and write JAM sessions (Just a minute sessions)
- Experience and create your own tools for having short and constructive conversations on key topics.

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## Solutions Tools Review

TOOLS



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## Who is a customer, and for what?

TOOLS

PLATFORM

### ...what's the project?

- Who wants what?
- Who is prepared to do something?
- What would be the benefit in moving forwards?
- How do you like to work with coaches/consultants?
- What in general has been going well? Problem-free talk?

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## Life in detail...

TOOLS

FUTURE PERFECT

### ...with the problem vanished

- Suppose the problem vanished overnight, how will you know tomorrow that this transformation has happened?
- What will be the first small signs?
- How will others know?
- What will you be doing?

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## Finding what's working

TOOLS

COUNTERS

### ...collecting know-how

- When does this Future Perfect happen already?
- When do parts of the Future Perfect happen already? Even a bit?
- When do things like the Future Perfect happen?
- How did you do that?

What's got you this far?

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**Building on what works** 



**...making progress**

- On a scale from 1 – 10 where 10 is the Future Perfect, where are you now?
- What's helping you reach that level already?
- What would take you one small step (a point, say) up the scale?
- What would be the first, small signs of progress?

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**Noticing useful qualities...** 



**...skills and resources**

- What's most impressive about what has already happened?
- What skills, resources and qualities can be observed?
- What are the grounds for optimism?

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**Finding small actions** 



**...to take as soon as possible**

Do more of what works

- Small steps
- Can be taken quickly
- Starting, not stopping
- Specific and concrete - checkable
- For the customer to take

If nothing is working...stop doing what doesn't work and do something different

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**SF = conversational tools**

- *Can conversations change things?*  
– *What gives you hope that they might?*



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**Janet Bavelas**

- Post-graduate students given a difficult task
- Interviewed after the task about next time

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**Each question can make a difference**

<ul style="list-style-type: none"> <li>• <b>Positive</b></li> <li>• Specific</li> </ul> <p>Which of your skills will you be using to help you do to this task well? (Future focused)</p>	<ul style="list-style-type: none"> <li>• <b>Negative</b></li> <li>• Global or abstract</li> </ul> <p>What do you think was responsible for you getting a bad score? (Past focused)</p>
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## 1 week later

- Students given the positive interview improved their test results significantly more than those given the negative interview

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## Language and physical performance

“OLD”  
“SLOW”  
“FEEBLE”



“WISE”  
“KNOWLEDGEABLE”  
“EXPERIENCED”



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Guardian newspaper 23.08.06

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## Opens up

- Possibilities
- The conversation

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- Presupposes
  - Ability
  - Resources
  - Contribution
  - Knowledge
- Draws attention to what's been achieved, what's possible
- Assumes the ability to succeed
- Overlooks weakness, deficits, blame
- Opens up possibilities/conversation



<p><b>Direct route</b></p> <p>What are your best hopes for this meeting?</p> <p>What is the least you would like to see happen?</p> <p>What do you both/all want?</p> <p>What will be the first signs that things are going well?</p> <p>What's worked well in the past in similar situations?</p> <p>How can your previous experiences in such meetings be useful to you now?</p> <p>What do you know, or have you experienced that could be helpful here?</p> <p>What can you do now as a first small step?</p>	<p><b>Potential excursions</b></p> <p>What are your concerns about this meeting?</p> <p>What is the worst that can happen?</p> <p>Do people want different things?</p> <p>What barriers might get in your way?</p> <p>When have you had problems like this before?</p> <p>What causes you problems in these sort of meetings?</p> <p>Are you lacking any skills or experience that are needed here?</p> <p>I suggest you do this first...</p>
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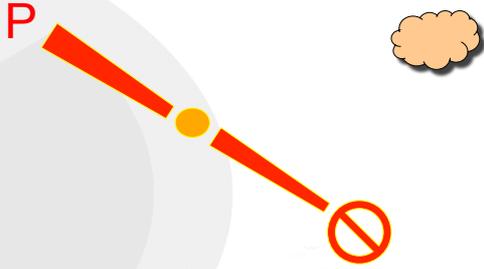


### Have a go...

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- What do you both/all want?
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- What can you do now as a first small step?



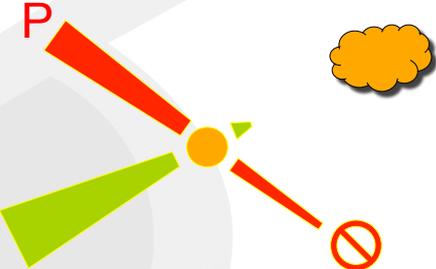
### Solution Focus Model Problem talk




### The Solutions Focus Model Find what works and do more of it




### From dispiriting to energising conversations




## J.A.M SESSIONS

Just A Minute



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## J.A.M Sessions

- Fit with a specific situation
- Uses SF tools, principles and language
- 5 minutes long
- 4-8 Questions
- Should be self contained & self instructing

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- Suppose you had more of these types of conversations, what difference might it make to you and those around you?

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