

Helpful, Proactive, Solution Focused Conversations:

Engagement/Meeting/Phone Answering Questions:

- What do we need to achieve to make this meeting worthwhile?
- How can I be most helpful?
- Given [*insert limitation such as: I only have 10 minutes now/my colleague isn't available to talk it through/the business has already made the decision to go ahead with this*] what will be helpful from me?
- I'd like to have a look at whether there is a better way to do this. Can I call you back shortly?

When people are finding things hard to implement:

- I know there are a few challenges and obstacles here. But let's just work toward the smallest thing we can do to ease forward and then we can take it step by step from there.
- I understand that your program has had to go through a lot of changes – what do you think needs to happen to manage this one?
- Which parts seem to be working ok?

When someone keeps getting stuck in problem talk or talking about the past:

- So, what it needs to look like instead is...
- So, that wasn't helpful but what would be more helpful is...
- Yes, so you've had a lot on your plate... You've probably learned a lot about how to cope.
- Thanks for telling me. Let's make sure this time things feel different.
- Ok – So plan A is to ask for more project resources to make these changes. What's plan B?