



This interviewing model focuses on how strengths can identify a problem, establish its causes, describe the impacts of the problem and design a response plan. The model has been designed to support the roles of team leaders and clinicians.

1. **Issue Identified** – Q. “Tell me the problem from your perspective” or “Take (5) minutes to describe the problem to me” (see 6 below).

Ask clarifying questions along the way. At the end of (5) minutes you summarise your understanding of the problem. Do this until you have the other person’s agreement that you understand their problem.

2. **Thoughts about the issue** – Q. “What are your thoughts about this problem”.

Begin with “thoughts” which are often more easily articulated. “Feelings” may also be described or demonstrated here Store these in your mind for the next step.

3. **Feelings about the issue** – Q. “How do you feel about this problem?” Or, “I could see/hear/you said you were (observed feeling) – what other feelings do you have about this problem?”

This stage may be an opportunity for clients/staff to describe “thoughts”. Support the client/staff to focus on identifying feelings. Remember that “Numb” is a feeling.

4. **How did the issue arise** – Q. “What caused this problem”?

Insight articulation and/or development. This is an opportunity for client/staff to consider the influences that created the problem. Because “(Someone/something) is “nasty” is not enough. The “nasty” behaviours/characteristics need to be described. The cause may be an organisational issue.

5. **Response plan to issue** – Q. “What do you want to do about this problem – what is your plan?”

Solution is client/staff created and therefore more likely to be “workable” and followed up. Solutions should be SMART - Specific, Measurable, Achievable, Realistic, and Timely.

6. **If you are on a timeline** let the client/staff know the time available and that another meeting may be needed to complete the discussion. About 2 minutes before time concludes interrupt the client/staff with, for example “We’re almost out of time. At this point I understand that (describe the content provided by the client/staff so far). I want to understand (describe phases not covered) so that I can support you the best way I can. Can we meet again ... (confirm next discussion time)?