**Problem**

What's on your mind?

*Opener*

What is the real challenge here?

*Focus on the real problem*

And what else?

*Broader the view*

What kind of...?

*Become more specific*

... (silence)

*More insights*

It sounds like...

*More insights*

Tell me where I'm wrong

*Consider something w/o becoming defensive*

On a scale of 1 - 10, ...

*Clarify severity, track progress*

Perspective Change

*New perspectives and insights*

How & What (instead of why)

*Perceived less aggressive*

Facts Vs. Stories

*Focus on facts and allow other interpretations*

**Desired Result and Goal**

Problem Trance/Resist what is

*Stop going in circles. Acceptance.*

What would you like to have happen?

*Shift to positive thinking and proactiveness*

**Options**

How can you achieve X?

*Alternatives?*

Brainstorm options

How handled in the past?

*What tried so far?*

Brainstorm options

What is the worse case?

*What have we overseen?*

Risk analysis

What support do you need?

*From whom?*

Discover support

**Actions and Support**

What's your first step?

*What do you need to do to get X?*

Define their actions

What support do you need?

*From whom?*

Discover support

Document and Follow-Up

*Ensure commitment*