



SOLUTION FOCUSED COACHING

Many of our approaches to change are problem-focussed in that we attempt to move forward by exploring the problem. We try to understand what the problem is, what has caused it, and what we need to do to get rid of it. But when we are working with people, diagnosing the problem often gives us little indication of the solution and indeed may even make the situation worse! Fortunately there is another way. We can focus on solutions instead. This solution-focussed approach involves:

- Finding out what works and doing more of it
- Stopping doing what doesn't work and doing something else

It doesn't mean that we refuse to discuss the problem but it does mean that we can use any problem discussion to discover what the person wants to do, to learn about their commitment and passion, and to unearth evidence of skills and resources they are already using.

OSKAR is a framework for solution-focussed coaching:

1. **O**UTCOME:

- What do you want to get out of our discussion?
- What do you want to achieve today?

2. **S**CALING:

- On a scale of 0 – 10, with 0 representing the worst it has ever been and 10 the preferred future, where would you put the situation today?
- You are at 'x' now; what did you do to get this far?
- How would you know you had got to 'x+1'?

3. **K**NOW-HOW & RESOURCES:

- What helps you perform at 'x' on the scale, rather than 0?
- When does the outcome already happen for you – even a little bit?
- What did you do to make that happen? How did you do that?

4. **A**FFIRM AND ACTION:

- What's already going well?
- What is the next small step?
- You are at 'x', what would it take to get you to 'x+1'?

5. **REVIEW:** What's better?

- What did you do that made the change happen?
- What effects have the changes had?
- What do you think will change next?