



Keys to Solutions - Activities

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Building on what works Activity 1 – The Questions

1. Describe a piece of work in which you have been involved which has been relatively successful.
2. Describe your part in making this go well.
3. What qualities, skills and strengths did you show to play this part in the success?
4. Who else might have noticed these qualities?
5. In the future, what will you notice about yourself to show that these qualities are becoming more evident in your work?
6. What will others (e.g. pupils, parents, colleagues, managers) notice you doing differently to show that these qualities are becoming more influential?
7. Anything else?



Building on what works

Activity 1 – Roles

Interviewers:

- ◆ Take notes as you go of your partner's qualities and strengths.
- ◆ Using the notes you have made, feed back to your partner skills, strengths and any other positive qualities which you have noticed.

Interviewees:

- ◆ While your partner is considering your feedback, take a little time to think about what you liked about the way you have talked with them and how they listened to you. Prepare some feedback to give them.



Goal Setting

Activity 2

- ◆ By the end of today, how will you know that coming here has been a good use of your time?
- ◆ What can we talk about today that will be helpful to you?



Exceptions

Activity 3

- ◆ **PROBLEM:** Discuss with a partner, a problem situation at work which involves *difficult behaviour*.
- ◆ **GOALS:** What would you need to do to decrease the problem?
- ◆ **EXCEPTIONS:** Identify situations / times / places when the problem is less evident or doesn't happen.



Scaling

Activity 4

With the same partner, invite them to scale where they are now in relation to the problem which you discussed earlier:

1	2	3	4	5	6	7	8	9	10
The worst the problem has been					Solution achieved				

List the positive points which they are already doing to move up from the bottom of the scale, no matter how small.

- 1.
- 2.
- 3.

List as targets the behaviours that will indicate that they have moved up the scale one point.

- 1.
- 2.
- 3.

What will they be doing differently?

- 1.
- 2.
- 3.



Compliments, Tasks & Messages Activity 5

- ◆ Look back over the work you have done with your partner and write them a message which includes two or three *compliments*, a *bridging statement* and a *task*.
- ◆ Deliver your message to them verbally but also give them a written copy to take away.