

THE FOUR Q'S

Four key questions to ask when someone comes to you with any issue they're experiencing. They will help show that you care and help you gain clarity of what's going on. Getting the facts and context usually makes the next steps relatively straightforward on how to support them or the kind of help they need.

1. HOW LONG HAVE YOU BEEN DEALING WITH THIS?

- When did this first occur?

2. WHO ELSE KNOWS?

- Have you talked to anyone else about this? If so, who?
- When was the last time you talked to someone about it?

3. HAVE YOU RECEIVED ANY ADVICE OR COUNSEL ON HOW TO DEAL WITH THIS?

- What have those you've talked to said about it?
- Have you sought any other help or resources regarding this issue?

4. WHAT DO YOU WANT TO DO FROM HERE?

- What do you think might be your next step?
- Would you like me to check on some other resources?

(Point them toward resources, but have them make the call.)