

THE FOUR QUESTIONS

FOUR KEY QUESTIONS TO ASK WHEN SOMEONE COMES TO YOU WITH ANY ISSUES THEY'RE EXPERIENCING

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 this?

3. Have you received any advice or counsel on how to deal with this?

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

4. Do you have any plans for your next steps?

- What do you think might be your next step? Would you like me to check on some other resources? (Don't make the calls but give them referrals, etc.)