

01 Problem

SECTION

Problem

BEGIN WITH THE LARGER PATTERN

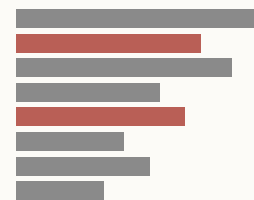
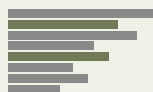


TABLE OF DECISION / HOT SEAT

LISTEN
LOCATE
SPECIFY
STAY CURIOUS



Name the larger concern, then find the moment that makes it concrete.

Good Questions

- What feels like the larger problem right now?
- Where are you noticing this pattern in your life?
- What keeps happening that you wish were different?
- What recent moment best captures the problem?
- When did you notice the problem most clearly this week?
- Who tends to be involved when this pattern shows up?
- What part of the problem feels hardest to name?
- If we chose one recent example to look at closely, which one should it be?

Rules of Thumb

- Stay broad only long enough to locate a specific event.
- A recurring problem is useful; a recent snapshot makes it workable.
- Do not solve the problem yet.
- If the person already has a clear event, skip this section.
- Listen for patterns without turning them into diagnoses.

REMEMBER

Stay broad only long enough to locate a specific event.

