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## STEPS TO A PROBLEM-SOLVING CONVERSATION

### INTRODUCE YOURSELF & YOUR PURPOSE



#### INTRODUCE THE PROBLEM-SOLVING CONVERSATION

Introduce yourself and the goal of your meeting. Explain what a problem-solving conversation is and its purpose. Have a clear agenda.

### ACTIVE LISTENING

#### REALITY TEST THE OPTIONS

Using open-ended questions, re-phrasing, and a relaxed, open body position, allow time for the person to share their story. Be present.



### STRENGTHS AND SUPPORTS EXPLORATION



#### REALITY TEST THE OPTIONS

Focus on the person's strengths, capabilities, and autonomy. Validate what they have accomplished. Allow the conversation to be open and fluid. There is no list of questions; explore housing and employment history, income possibilities, and potential support networks.

### MOVING FORWARD

#### REALITY TEST THE OPTIONS

List and discuss possible options. Reality test the options to keep the conversation on track and set attainable goals.



### CREATE CONNECTIONS

#### MEDIATION & PROBLEM-SOLVING



Summarize the conversation and ensure you're on the same page. Using principles of mediation, reach out to supports and work to resolve specific issues and/or explore housing options.

### SUMMARIZE & FOLLOW-UP

#### ACTION STEPS

Summarize what was discussed. Record action items, persons responsible, and timelines. Review and provide a copy to the person. Set a time to follow-up, if necessary.

