Welcome to Solutions Focus Coaching

with
Janine Waldman
What will be the first signs that today’s session is being useful to you?
“The art of being wise…

…is the art of knowing what to overlook.”

William James, Philosopher and psychologist, 1842 - 1910

What is Solutions Focus?

• A set of tools and principles for
  clarifying what’s wanted
  discovering resources
  deciding what to do

• Finding what works and doing more of it

• An approach to change – the direct route. Proven, positive, simple, effective

• Applied to: coaching, leadership, teams, performance management, strategic planning, peace building, 360 feedback, child protection…
Where does SF come from?

Gregory Bateson, Milton Erickson (and MRI Palo Alto) – 1950s-now

SFBT: Steve de Shazer & Insoo Kim Berg – 1980s - now

Solutions Focus - now

- Minimalism
- Wittgenstein
- Improv
- Systems thinking
- Positive Psychology
- Appreciative Inquiry
- Narrative

Solutions Focus in Action

FKC Centre for Lösningsinriktad Arbetsmodell

- Arboehrmedlingen
- Reading Borough Council
- London Borough of Merton
- East Lothian Council
- Walkers
- LSIS
- NICE
- Dudley
- Grampian
- John Laing
- Tate
- The co-operative
- Nationwide
Don’t panic!!

“We learn by re-arranging what we know.”

Ludwig Wittgenstein
### The OSKAR route

<table>
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<tr>
<th>O</th>
<th>Outcome</th>
<th>What you want is…</th>
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<tr>
<td>S</td>
<td>Scale</td>
<td>What’s already happening</td>
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<tr>
<td>K</td>
<td>Know-how</td>
<td>What works here</td>
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<td>A</td>
<td>Affirm &amp; action</td>
<td>What’s impressed &amp; small steps</td>
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<td>R</td>
<td>Review</td>
<td>What’s better. How did you do that?</td>
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www.thesolutionsfocus.co.uk  |  contact@thesolutionsfocus.co.uk  |  Tel: 01727 840340

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### Meet OSKAR

- **Outcomes** - jointly define coaching outcome
- **Scale** - On a scale from 1 – 10
- **Know-How** - relevant know-how, resources, skills, attributes
- **Affirm** - compliment skills and resources
- **Action** - Note the know-how, decide next small steps
- **Review** - What’s better? What’s helped? What’s next?
Discussion

• What was interesting and useful about your experience of OSKAR?

• What did you notice about what the model pays attention to?
The Solutions Focus Model
Find what works and do more of it

The Model and OSKAR

- Outcome
- Scale
- small Actions
- Affirm
- Know-how
"Conversation is the fundamental unit of change. If you change the conversation, then there’s every chance you’ll change everything that surrounds it,“
Creating A Coaching Culture at JLIS

“The programme has made a major contribution to JLIS’s overall aim of having excellent people delivering things in a consistent way. The coaching is part of an evolution of our culture, based on improvement, development and success and it has played a key role in our successful and continued growth.”

“It takes away the bullshit and waffle and cuts to the chase, while still recognising success at the same time.”

Tim Grier
Managing Director
John Laing Integrated Services

Solutions 4 Reading
Andrew Fowlie General Manger
NHS Grampian Scotland

“Solutions orientated thinking and actions are amongst the most powerful tools a modern Executive can have. Weaving positive delivery into my business has enabled me to find ways forward with changes that seemed unattainable due to resource restraint, political circumstance and cultural negativity."

“Having a positive conversation based on what works well and what is possible is the right thing to do”

Coaching Session

In threes:
Coach
Client
Resource detective

1 coaching session
2 rounds of resource gossip
Round 1 – coach and RD gossip about the client
Round 2 – Client & RD gossip about the coach
Positive Gossip

• “I’m impressed with how …… did ……..this shows that they have the ability to…..”

• “……..is very good at…..I can tell this because of how they…….”

• “From what ……said, they have the ability to………”

• “I’m guessing that……..is the kind of person who…..”

Your takeaways…..

What have we learned here that is useful for you in your work?