USEFUL LANGUAGE SKILLS

- **"Not-Knowing" skills**

- **"Yes set"**

- **Client's key words**

- **Suppose . . .**

- **Different, difference**
    What difference would it make?
    Is (was) it different for you?

- **What would you (he, she, they) do instead?**
    Solution negotiation

- **Good reasons**
    You must have a good reasons to . . .

- **Relationship questions**

- **How helpful is that? How would that be helpful?**

- **Tentative language (collaborative stance)**

- **Responsibility for change vs blame for mistakes**

- **Self-compliments vs praise**