

# Building Solutions with Mandated Clients

Insoo Kim Berg

**Self Check** – Set aside your personal biases against the client, if any.  
Set aside whatever you may heard or read about the client from others. Be open to hearing the client’s point of view.  
Find a way to maintain “a not-knowing” postures.

## **I. Assess the Person, Not the Problem**

A. Connect with the person by:

- find out what is important to the client
- find out the person’s aspirations and dreams
- find out who is important to this person

B. Find out how to face the problem together with the client by:

- putting your self “one-step behind” the client (or side by side).
- Find out what the client is able to do toward what he wants (exception finding questions)

## **II. Collaboratively Negotiate for Sustainable Solutions.**

A. Find out the details of what the client wants (not what he does not want)

B. Past and recent successes in different social contexts (exceptions)

C. What does the client need to do to repeat the exceptions? (Scaling)

- Ask “How did you know to do that?” “How did you do it?”

Useful questions: open-ended, miracle questions, exception-finding, scales

## **II. Helping the Client to Assess His/Her Own Progress Toward Own Goals**

A. Ask many variations of scaling questions

B. Ask what is the next small step to achieve the desirable small level

C. Find out how significant others would rate the client’s progress

D. Ask what it will take to get there (toward 10)

E. Ask relationship questions (What would \_\_\_\_\_ say where you are at?)

Useful questions: Scaling, relationship questions, look out for exceptions.