

# **Solution-Building Procedures**

Insoo Kim Berg

1. What needs to be different with \_\_\_\_\_ (complaints)?  
(Goal negotiation – miracle question)
2. What do you know about your \_\_\_\_\_ that tells you that this can happen? (Exception find questions)
3. When was the most recent time when this happened?  
(Exceptions)
4. How close to your goals have you moved so far?  
(Scaling questions)
5. What is the next small step you need to take toward your goal? (Scaling questions)
6. How confident are you that you can maintain the level of success achieved so far? What significant others would scale your level? (Scaling questions)
7. Termination.

