

Signs of Safety and wellbeing

A solution and safety oriented approach

Good Questions – Scaling

Thanks to Damian Griffiths and Resolutions Consultancy



Appreciative Inquiry



What is Appreciative Inquiry?

When we pay attention to problems we emphasise and amplify them.

AI is about paying attention to what is working well thereby amplifying and growing the positive or the strengths

Hammond, Sue Annis (2013) *The Thin Book of Appreciative Inquiry*

Activity 1 - Appreciative Inquiry

Groups of 3 or 4: 7 minute interviews; 1 or 2 minutes feedback from the other(s)

‘Tell me about a time when you created and used really good scaling questions...’

Activity 2 Scaling: Most Important Person

0

10

- Think about the person in the world who is most important to you. On a scale of 0 to 10 where
- 10 is this relationship is just the way I want it – it helps me and the other person be the best we can be as people, seeing the other person makes me happier and the relationship gives me what I need. Since no relationship can be perfect its not 'perfect' but it really is as good as I could imagine
- 0 means even though this person is the most important in the world to me the relationship just isn't working, we're bringing out the worst in each other, I dread seeing the other person, if it's a marriage its probably time to divorce, where would you rate the relationship today?

Scaling: Most Important Person

- Write down the three most important and good things about the relationship that brings it up to the score you wrote down. (If you wrote down a 0 think about when the relationship was at its best – write down a score for the relationship then and the three best things about the relationship when it was at its best).
- Now imagine the other person was here and we asked them on a scale of 0 to 10 where
- 10 is this relationship is just the way I want it, it helps me and X be the best we can be as people, seeing the other person makes me happier, the relationship gives me what I need, and it really is as good as I could imagine
- 0 means they think this relationship just isn't working at all

Where would they rate the relationship today?.

Scaling: Most Important Person

- What would the other person say are three most important and good things about the relationship that brings it up to the rating you think they would give
- What are the most important things you do that makes this relationship work well?
- What would the other person say you do in the relationship that they would say they most appreciate?
- What are the things about the other person you like most?
- What are the most important things the other person does that makes this relationship work well?

Scaling: Most Important Person

- Who is a third person who knows both of you in this relationship well? What would that third person say are three things that most impress them about your relationship with this most important person?
- Thinking about where you rated the relationship today what if it happened would make you rate the relationship just a little higher say a quarter of a point or even 0.1 better?
- If we were to ask the other person what would make them rate the relationship just a little higher so that you would rate it say a quarter of a point or even 0.1 better? What would first come to their mind about what they would want to see change ?

- What did you learn about using scaling questions from this exercise?
- Looking at the script of the questions you were asked what was the process used to amplify and build a detailed picture from the initial scaling question?



Scaling – key points

- Be very clear about what you want to scale.
- Clearly define both ends of the scale for the person/people you are working with
- Ask for the person's rating
- Explore at least 3 things that bring them that high on the scale
- Explore other people's ratings - always do this in CP work
- Explore 3 things that bring other person up to that number
- Ask what would be the next smallest thing, don't make it '*what do you need to do*', that would need to happen so they could rate one point, half a point or even 0.1 point higher - the lower people are on a scale the smaller the step

What's the difference between asking:

- Thinking about where you rated the relationship today what, if it happened, would make you rate the relationship just a little higher say a quarter of a point or even 0.1 better?

or

- So you rated the relationship at 'x' what are you going to do to make this relationship one point better?



Identify the self, other and relationship
questions in the script

Which were the most powerful questions for
you?



When you use a scaling question, what are the most important things to do, including in asking follow-up questions, to create a conversation of detail and depth?

Activity 3

In pairs:

Think about something that is important to you personally that you are struggling with e.g. – learning an instrument, cooking, finding time for exercise, finding enough time to spend with family, giving up diet-coke.

Choose one of your pair to interview the other using a scaling question and amplifying conversation exploring this issue.



Scaling Questions – Live cases

Think about the case you are struggling most with at present

On a scale of 0 to 10 where are you?

10 is - I feel really hopeful about this case, I know the all the professionals working together with the family will create the changes to make the children safe and their life okay

0 is - this is hopeless we've tried everything and nothing makes any difference, its hopeless.

Where would you rate things currently in this case?

This is potentially much harder. Typical Solution-focused questioning may well be too shallow – what questions come to mind to make this scale work?

Scaling Questions – Some Possible Questions

- What is the worst thing about this situation for you?
- If X were here what would they say is the worst thing about this situation?
- Given how bad things are, what brings you up to x? What else? What else?
- When have you been at highest and lowest on that scale?
- When would X say this has been highest and lowest?
- When things were at their lowest what were the worst things happening?
- What would be the smallest, tiniest next step that you would want to see that would build a little more hope and a little more momentum in this situation?

What are the things you
worry about in using scaling
questions in cases?

Scaling Questions – Next Steps

Often people will describe a next step that is probably a very big step, e.g., a person might say some thing like “he’ll listen to me and take his medication when I tell him to” or “I’d be getting out of bed every morning”. So instead ask:

“So if he did listen to you and take his medication when you tell him to/if you were getting out of bed every morning where would you scale things then?”

You will probably find that the person will say it would be 2, 3 or 4 points higher on the scale so you then ask:

“Okay that’s what I thought, so what would be the next smallest step to move things toward him taking his meds or you getting out of bed every morning?”

In next steps process – **BE VERY CAUTIOUS** asking what will **YOU** be doing to get things one point higher unless its clear they are ready and able to make changes.



Scaling Questions – What to scale?

You can scale almost anything but what is most important to scale?

Goals!

What is the most important goal?

Safety and wellbeing

How do you construct a Safety/Wellbeing Scale within the Signs of Safety map?
How do we make the abstract concept of 'safety and wellbeing' come to life in a particular case?

The safety and wellbeing scale should be anchored to the danger statement

