

The 4 Questions

When encountering a problem . . . Relate • Reveal • Respond

When dealing with tough issues, we're simply asking our group leaders to ask four questions and then get back to us. Getting the facts and context usually make the next steps relative straightforward:

1. How long have you been dealing with this?

(duration of issue)

When did this first occur?

How long have you been dealing with it?

2. Who else knows? (involvement of others)

Have you talked to anyone else about this?

If so, who? How often?

Any other people know?

When was the last time you talked to someone about it?

How did they respond?

3. Have you received any advice or counsel on how to deal with this?

What have those you've talked to said about it?

Have you sought any other help or resources regarding this issue?

4. Do you have any plans for your next steps?

What do you think might be your next step?

Would you like me to check on some other resources? (Don't make the calls, but give them referrals, etc.)

