
The “RULES” of Guiding



**Communication Pitfalls Workshop
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(please check with Dr. Barnett about permission to use info from the slides)

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Dancing versus Wrestling

A Continuum of Styles

- ❖ In directing style, we inform more than we ask or listen
- ❖ In following style, we listen more than we ask or inform
- ❖ In guiding style, there is a balance of informing the person we talk to, asking questions, and listening to the responses.



The Rules

- ❖ **R**esist the urge to fix
- ❖ **U**nderstand their motivation, perspective, story, concerns
- ❖ **L**isten
- ❖ **E**mpower
- ❖ **S**tructure



Resist the urge to “fix”

If you:

- ❖ “Fix”
- ❖ Suggest
- ❖ Correct

They:

- ❖ Shoot down your ideas
- ❖ Go silent
- ❖ Start agreeing but don't follow-through

- ❖ Remember: People are more motivated by their own ideas than the ideas of others.





I WISH YOU WERE
MORE SELF-REFLECTIVE.



**On a scale of 1-10 how strong is your
Righting Reflex?**

**10 -- I know what you should do before
you stop talking.**

**1 -- I don't try to solve people's problems
cause they're not my problems.**

Understand their motivation

- ❖ Ask about their their motivation, goals, perspective.
 - ❖ From your perspective what's going on?
 - ❖ What specific things are you hoping to get out of this?
 - ❖ What is the most important thing for your right now?



Listen

- ❖ Listen first.
- ❖ Use **O**pen ended questions (not closed ended questions).
- ❖ Be ok with silence.
- ❖ **A**ffirm their efforts.
- ❖ **R**eflect back what you hear.
- ❖ **S**ummarize what you hear.





"Nobody ever asks How's Waldo?"

Most people do not listen
with the intent to
understand; they listen
with the intent to reply.

-- Stephen R. Covey

Empower

- ❖ Bring your knowledge about the process together with their expertise about themselves and their families.
- ❖ They should be “thinking out loud”
- ❖ Ask permission!
 - ❖ “Would it be ok if I...”
 - ❖ make a suggestion?
 - ❖ share what worked for me?
 - ❖ tell you my concerns about what I’m hearing?



Giving Information (AGA)

1. Ask:

- ❖ What do you know?
- ❖ What ideas do you have?

2. Give with permission:

- ❖ Would it be ok if I shared?

3. Ask:

- ❖ What do you make of that?



Structure

- ❖ Length of time
 - ❖ I've got about ___ minutes.
- ❖ Goal of conversation
 - ❖ I wanted to check in about ___ and see if there is anything else you wanted to discuss ___.



Before opening “the can of worms”

1. Establish a length
 - “We’ve got about 20 minutes.”
2. Establish the agenda
 - Be transparent about your goals/agenda
 - Make room for their goals/agenda
 - Menu of Options



Three Ways to Set the Agenda

1. Ask them “What would you like to talk about?”
2. Menu of Options (suggest with choice). “We could talk about X, Y or Z. Which do you think would be more helpful?”
3. Ask permission “Would it be ok if we focused on X?”

Have an
agenda
and
hold it
lightly!



спасибо
danke 謝謝
ngiyabonga
teşekkür ederim
dank je
gracias tapadh leat
bedankt
hvala mauruuru
dziękuję
thank you
mochchakkeram
go raibh maith agat
obrigado
sagolun
sukriya kop khun krap
arigatō takk dakujem
merci
terima kasih
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