

# The Four Q's

For key questions to ask when someone comes to you with an issue they are experiencing. Getting the facts and context usually makes the next steps relatively straightforward on how to support them and the kind of help they may need.

## 1. How long have you been dealing with this?

When did this first occur?

## 2. Who else knows?

Have you talked to anyone else about this? If so, who? When was the last time you talked to someone about it?

## 3. Have you received any advice or council 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 step?

What would you think might be your next step? Would you like to me to check on some other resources? *(Connect with your Group Coach if you need resources, you don't make the calls but give them referral, etc.)*