

Suggested Focusing Prompts

May be a clear focus with a single topic: “I hear that ‘x’ is your top priority, how I can be helpful as we work together on this?”

May negotiate an agenda based on a menu of options: “These are things we typically discuss with clients who are looking to increase their access to services: ‘x, y and z.’ I’m wondering which of these is something you would be interested in exploring? Or perhaps there’s something else?”

Sharing the agenda: “I’m sure you have some priorities today, let’s get to those first. And, before you go, I want to look at a couple of things together as well.” OR, “Today we have about x minutes, let’s take the first part of our time to talk about your top priority and before you go I’d like to explore a couple of other things with you.”

Or, **for mandated concerns:** “In order for us to work together, we’ll need to explore some access topics. We don’t have to start there, we can get to those topics after we’ve talked about your needs first.”

Clarifying the focus may be the first goal in subsequent conversations: “I know last time we talked about ‘x,’ should we explore that further today or perhaps there’s something else on your mind today that’s more pressing?”

Or...**for a short next session:** “What I thought we could do today is explore quickly what, if any, changes you might like to make around accessing services. I’d like to hear what makes this important to you and what your goals are for it.”