Focusing on relationships

- Security: What helps you to feel safe?
- Belonging: What helps you to feel part of things?
- Continuity: What helps you to make meaning and connections?
- Purpose: What helps you to have goals to support?
- Achievement: What helps you to feel you are making progress towards these goals?
- Significance: What helps you to feel that you matter as a person?

Having caring conversations

- Be Courageous: What would happen if we gave this a go?
- Be Curious: Help me to understand what is happening?
- Collaborate: What do others think?
- Consider Other Perspectives: What others think?
- Compromise: What is real and possible?
- Celebrate: What worked well?

Developing best practice together

- Personalisation: How can we better understand who you are as a person?
- Navigation: How can we involve you more?
- Transformation: How can we connect with you more?
- Maintaining identity: How can we encourage you to learn and develop?
- Sharing responsibility: How can we enable you to support change?
- Creating opportunities: How can we improve your health and well-being?
- Supporting relationships: How can we help you to adjust?
- Promoting a positive culture: How can we support you till the end?

Being appreciative

- Discover: What do you feel most proud of?
- Envision: How would you like things to be?
- Co-create: How can we work together to make it happen?
- Embed: What strengths do people have that would help us?


Be courageous, be curious, collaborate, consider other perspectives, co-create, embed, discover, envision...