

FIGURE 1. Outcome Map

1. What is the presenting problem?

Paraphrase the problem and get it into a clear concise statement.

2. What is the tentative outcome?

Articulate the solution concretely. What would you like to see happening instead of what is currently happening (existing state to desired state)? What is your best outcome?

3. What would the employee's desired behaviors be if the problem were solved?

What specific and measurable things would you like to see or hear when the problem is solved? Keep the statement focused on *behaviors* one can see, hear, and repeat.

4. What would the employee need to know and be able to do to implement the desired behaviors (internal resources)?

In order to implement these behaviors, what knowledge, skills, or awareness would this person need?

5. What are some strategies you could use to help the person build up his or her resources and implement the desired behaviors?

What are some of the specific things you could do to address the needs? Given what you know about the person, what language or actions might help him or her with the desired behaviors?

6. What are some of the resources you need in order to execute the strategies above (internal resources)?

In order for you to carry out the strategies, what do you need to learn or relearn? What type of personal support do you need? What is your hunch about what emotion or value into which you need to tap to be most effective?