

OSC Conversations Training
27.03.18

Traditional approach		Conversations approach
Ask a series of standard questions of everyone,		Strength based approach:
Focused on what the person cannot do		What made you pick up the phone today
Make assumptions based on previous need		What is working?
Use services as a way to meet need		What isn't working? Why do you think this might be?
Make long term decisions based on the issues that are presented at assessment or review		What assets do you have? Family, friends, neighbours, technology equipment
Do not explore what the local community and networks can do		Let's break down the issue you are concerned about. Which bit shall we work with first? What is the first step to get there? What do you need to do to get there? What do I need to do to help you?
Take a risk adverse approach		Positive risk taking approach