

# ACCOMPANYING HANDBOOK

for the presentation:



# **SOLUTION FOCUSED COMMUNICATION<sup>®</sup>**

*A Strategy that Revolutionizes  
• Professional • Personal • Family  
Communication and Relationships*

BY

# **FLETCHER PEACOCK**

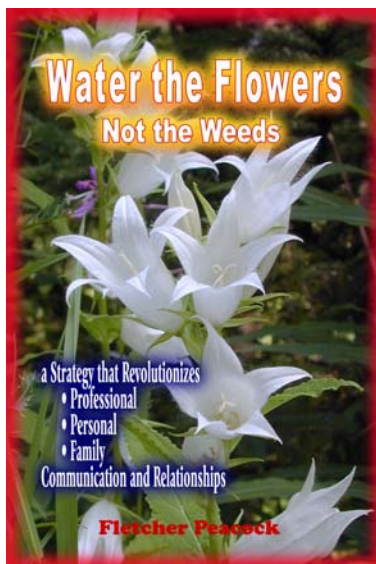


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## WHAT WILL YOU LEARN THAT YOU CAN PUT TO USE IMMEDIATELY?

Each one of us has a unique way of communicating. How then can we find the key that will **open the door to better communication and relationships**: professional, personal and family?

The method that Fletcher Peacock concisely presents emphasizes the strengths and the resources of each individual that permit him to make his way through the normal ups and downs of life. Instead of laboriously looking for the causes of our difficulties, we are **invited to discover solutions**. In this way, we can concentrate on the successes and the good already accomplished for a foundation on which to build the future.



### WATER THE FLOWERS, NOT THE WEEDS:

By means of **simple** and clear **short stories**, the author enters the world of our problems and in a subtle way leads us in a direction that **elicits harmony, understanding, confidence and well-being**. Here is a **lively book** that leaves us refreshed and alert, like flowers after a gentle rain. Since the original **French** edition, Arrosez Les Fleurs, Pas Les Mauvaises Herbes, was published in February 1999, it has become a best seller. The more recent **English** translation has gained a word of mouth following in English-Canada, the U.S. and around the world. The book has also been translated into **Spanish** and **Dutch**. It is currently being translated into **Chinese**.

### FLETCHER PEACOCK, B.Sc., M.S.W.

#### AUTHOR, SPEAKER, HUMAN POTENTIAL TRAINER:

Fletcher Peacock holds a Bachelor of Science (Mathematics & Physics) and a Master's Degree in Social Work. Since 1989, he has been giving seminars and trainings in **SOLUTION FOCUSED COMMUNICATION®** in many cities across North America. He is a **consultant in the areas of business, education, health and government**. A talented popularizer, he is known for **his freshness, dynamism, enthusiasm and humor**. His book, Arrosez Les Fleurs Pas Les Mauvaises Herbes, is a best selling title in Quebec, Canada and has been translated into **English** (Water The Flowers, Not The Weeds), **Spanish** and **Dutch**. It is currently being translated into **Chinese**. Fletcher Peacock is sometimes referred to as a “**professor of happiness**”.

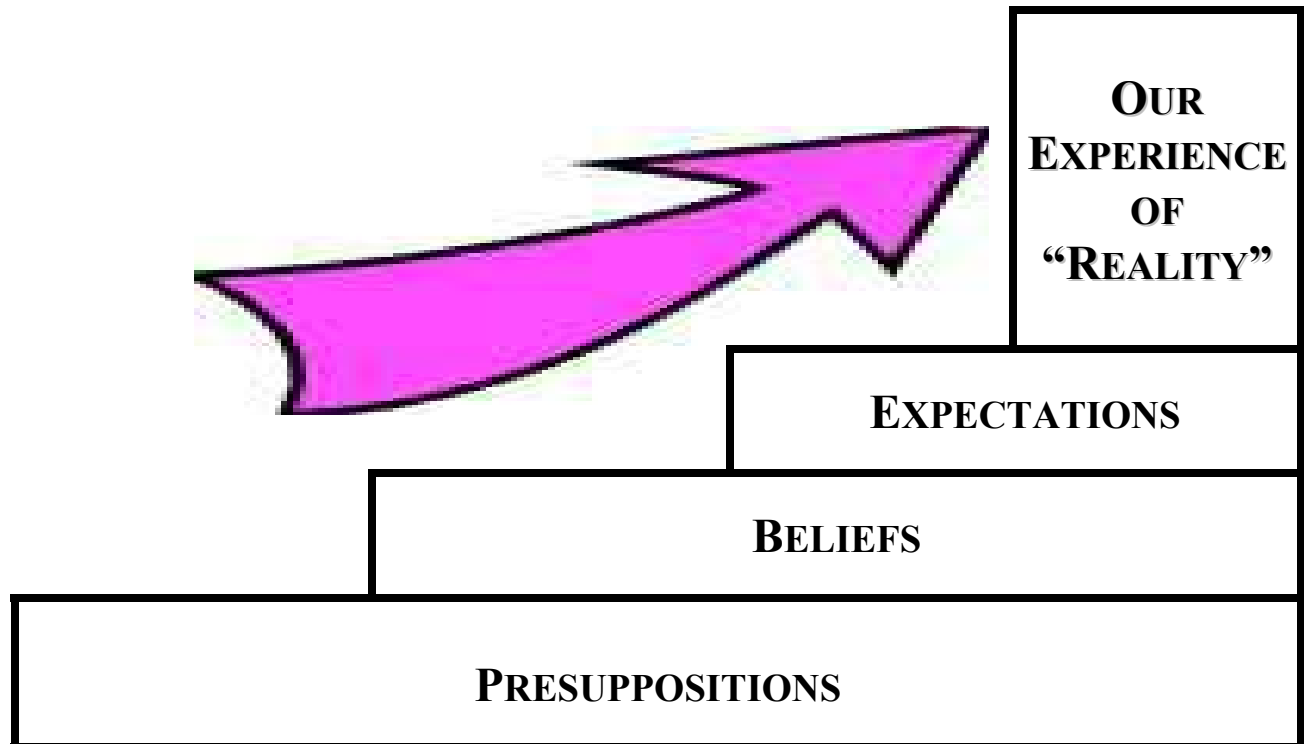


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# SECTION 1: OUR INNER GARDEN



## THE MAJOR PRINCIPLES

- 1) There are no problems... **only opportunities.**
- 2) There are no failures, **only learnings.**
- 3) There is not just one solution (one truth),  
there are **thousands of solutions.**
- 4) There are no resistant, unmotivated, uncooperative people,  
**only people with their unique way of cooperating.**



**SECTION 2:  
I DO NOT HAVE THE TRUTH**

**I DO NOT**

**HAVE**

**THE TRUTH...**



## SECTION 3: THE THREE STYLES OF COOPERATION

*~Each client has his 'unique way of cooperating'~*

### **A. VISITOR** **(SLOW SPEED)**

**A person who does not have a problem.** He is there only because someone (employer, parent, spouse, judge, principal) has told him to go.

- No expectation or desire for change (at this time, consciously).
- It is possible that this person does not even recognize that there is a problem.

**Response of Communicator :** Look for strengths, positive points.

- Much accompanying (pacing), build relationship.
- Give positive feedback (compliments), no tasks **“Slow down to speed up”**.
- **Speak indirectly** (to unconscious mind).
- **Example: Triangulation.**

### **B. COMPLAINANT** **(MEDIUM SPEED)**

**Someone with a problem who is not yet ready or able to take action.**

- Example: “Yes, but...” (passive victim) (his current truth)
- In the past, this person was labeled “resistant”, “not motivated”, “uncooperative”.

**Response of Communicator :**

- Observation tasks, ask client to “think about something” (no direct tasks).
- **Speak indirectly** to unconscious mind.
- **Exception** (less bad).

**?** What **needs to happen** to improve the situation?

### **C. CUSTOMER** **(HIGH SPEED)**

**Someone who is ready and willing to do something about the problem.**

**Response of Communicator :**

- Can give direct task with confidence that the client will do the task and will find it useful.
- **Speak directly** to conscious mind.

**?** What can you **do** to improve the situation?



**SECTION 4:**  
**COOPERATION**  
*(Or No Resistance)*



**RESISTANCE**



**PERSISTENCE**

**ACCEPTANCE**



**DECREASE**  
**+**  
**DISAPPEARANCE**

**THE SERENITY PRAYER**

**Dear Lord,**

Give me the **COURAGE** to change the things that I can change,  
the **SERENITY** to accept the things that I cannot change (at this time),  
and the **WISDOM** to know the difference.



## SECTION 5:

# THE THREE GENERATIONS OF COMMUNICATION

### FIRST GENERATION: PAST



- understand, explain the problem in **the past**
- long-term approach
- negative labels (e.g. “resistant”, “not motivated”, “uncooperative”)
- dependent on the expert
- questions begin with “**Why**”

### SECOND GENERATION: PRESENT



- systemic approach which involves interrupting the vicious circles in **the present**
- more short-term approach
- no negative labels
- less based on expert

### THIRD GENERATION: FUTURE

- we send the client into **the future**, where there are no problems, only solutions
- even more short-term approach
- “coaching” approach (non-expert) where we learn to ask good (solution focused) questions
- questions begin with “**What**” and “**How**”





## SECTION 6: SOLUTION FOCUSED QUESTIONS

### KEY PRINCIPLE #1:

In the past the Best Leader was the person with the most and/or the Best Answers. (Best Solutions)

**In the future the Best Leader will be the person who knows how to ask the best questions.**

### KEY PRINCIPLE #2:

**The QUALITY of your LIFE (personal, professional) will be PROPORTIONAL to the QUALITY of the QUESTIONS you ask yourself.**

The Quality of your Organization will be proportional to the Quality of the questions that team members (managers, employees) ask themselves.

**1) BELIEFS 2) DISTINCTIONS 3) QUESTIONS**

## QUESTIONS FOR DIFFICULT SITUATIONS

**?** What am I learning?

**?** How will I behave differently in the future to create a more *satisfying* result for everyone involved?

**WIN-WIN =**



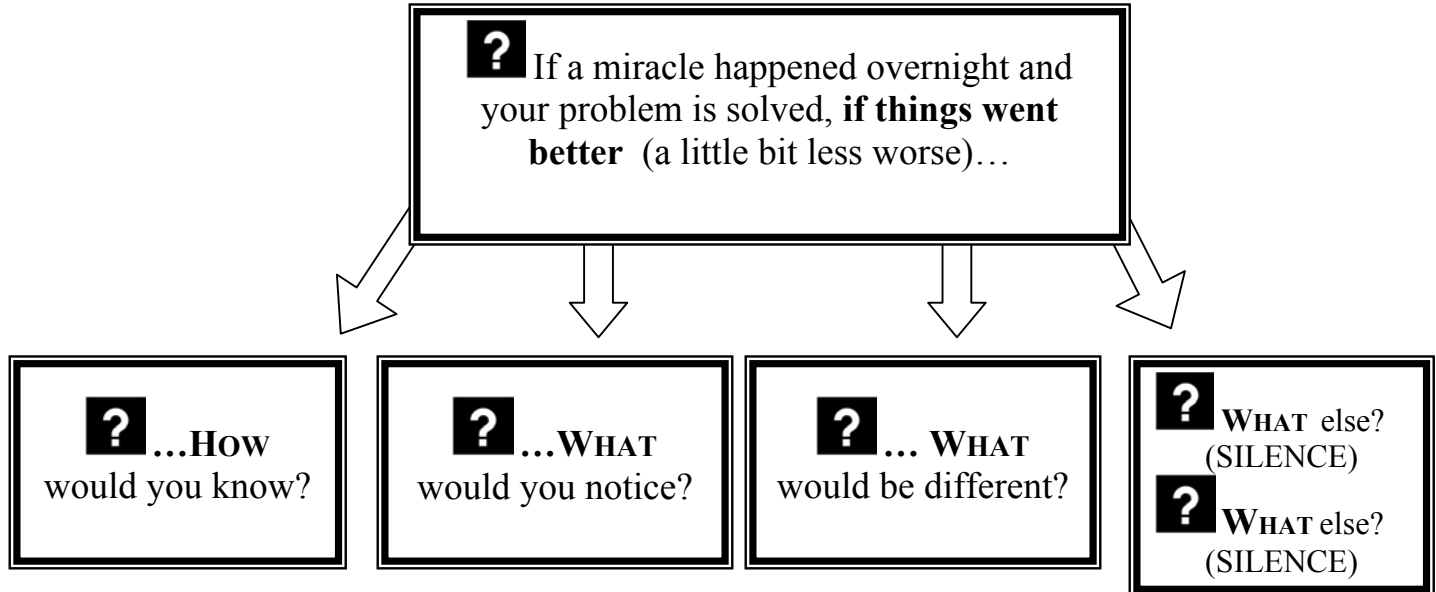
**= ABUNDANCE**



## SECTION 6: SOLUTION FOCUSED QUESTIONS (Cont'd)

### A - MIRACLE QUESTIONS SEQUENCE

- B - EXCEPTION QUESTIONS SEQUENCE  
C - SCALING QUESTIONS SEQUENCE



✓ We want as rich a description as possible of the **solution state**:

**?** What would you **see**? (Visual)

**?** What would you **hear**? (Auditory)

**?** What would you **feel**? (Kinesthetic)

**?** What would you be **doing** differently?

✓ The **miracle question** gives us the **good goal** in the **client's key words**.

- Ex:    1)    Better communication  
          2)    Better relationship  
          3)    More satisfied at work  
          4)    More comfortable with mathematics at school

✓ The experience of describing in detail a future in which the problem is already resolved helps to create the **expectation** that the problem will be solved.

✓ This **expectation**, once created, can help the client **to think** and **act** in ways which will lead to **the achievement of this expectation**.



## SECTION 6: SOLUTION FOCUSED QUESTIONS (Cont'd)

A - MIRACLE QUESTIONS SEQUENCE

### **B - EXCEPTION QUESTIONS SEQUENCE**

C - SCALING QUESTIONS SEQUENCE

**?** Are there times when **this miracle** (good goal in client's key words) (or part of miracle) **happens already**?

"I have a good experience of what happens when there are problems. In order to get a more complete experience, I need to know about **when** the problem does not happen."

**?** **When** do you not have the problem?

**?** **When** is the situation "**less bad**"?

#### \* \* **Exploration and Explanation of Exceptions**

**?** **What's different?**

**?** **How** do you explain that the problem does not happen?

#### \* \* **"Positive Blame"**

- Ask for explanations of the exceptions:

**?** How was it possible that **you were able** to do that?

**?** **How did you do that?**

### ✓ **EXCEPTION QUESTIONS ELICIT YOUR CLIENT'S SUCCESS STRATEGIES: THEY**

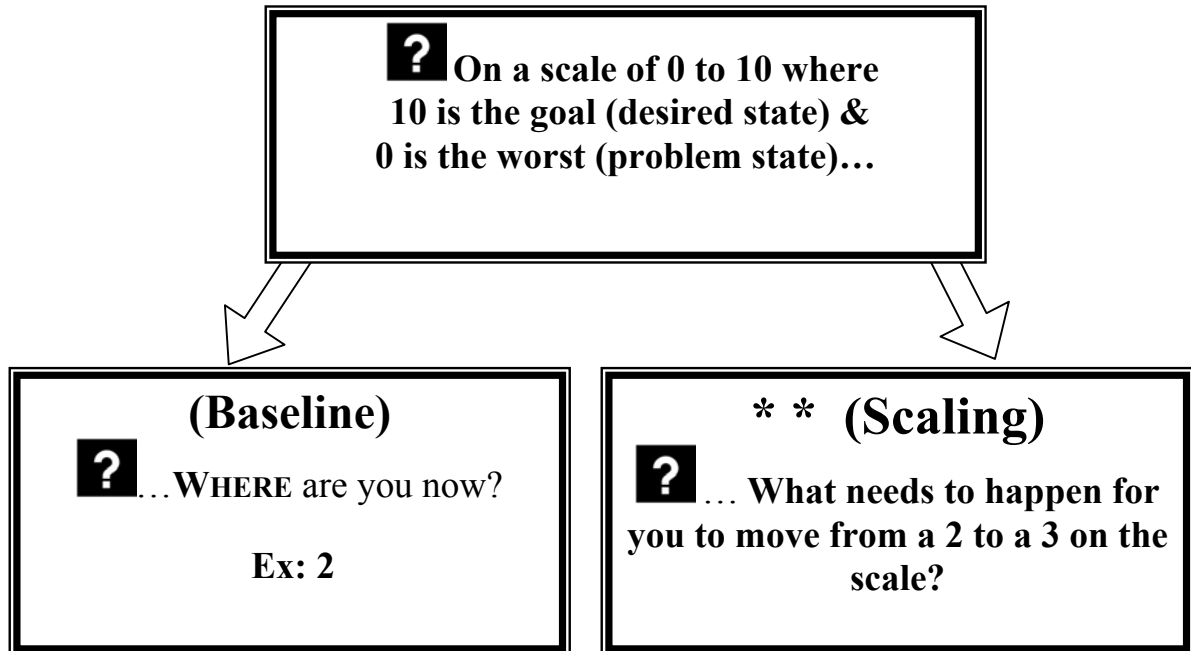
- Are Validating
- Create Responsibility
- Build self-esteem
- Develop & Nurture Autonomy
- Empower



## SECTION 6: SOLUTION FOCUSED QUESTIONS (Cont'd)

- A - MIRACLE QUESTIONS SEQUENCE  
B - EXCEPTION QUESTIONS SEQUENCE

### C – SCALING QUESTIONS SEQUENCE



Scales are very useful to follow, **“track” the client’s emotional state** (ex: the client’s actual state, his development over time).

**“Ups and Downs”**. It is often very useful to discover **exceptions:**

- ? On a scale of 0 to 10 where were you 5 years ago, 3 years ago, 1 year, 6 months, 3 months, 1 month, 2 weeks, 1 week?**
- ? During the last 2 weeks, where were you on the scale Monday, Tuesday, Wednesday, . . . etc.?**



## SECTION 7: THE THREE ELEMENTARY RULES

**Once you  
know what  
works:**

**1. If it works, don't fix it.**

**2. Do more of what works.**

✓ Exception sequence (Ref.p.11)

✓ Response to tasks

**3. If it doesn't work:**

✗ Don't do it again; and

✓ **Do something different.**

**There is no failure, only “learning”.**

**There is not only one solution,  
there are thousands.**



# SECTION 8: INTEGRATION EXERCISE

**?** How can you (will you) integrate **SOLUTION FOCUSED COMMUNICATION<sup>®</sup>** in your workplace?

**?** In your interventions?

**?** In your **team?** (and/or in your personal life?)

1. **?** What aspects (ideas, concepts, techniques) of this presentation have been **most helpful / useful / relevant** for you?

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2. **?** How **specifically** can you (will you) apply these?

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3. **?** What will be the **benefit** for you of these applications?  
(short-term, mid-term, long-term)

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4. **?** How can you (will you) **ensure follow-up** to this workshop?

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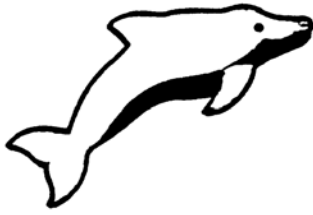
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### LEGEND:

\*\* HIGHLY RECOMMENDED





## **SOLUTION FOCUSED COMMUNICATION®**

### **THREE STYLES OF COOPERATION:**

1. **VISITOR (Slow)**
2. **COMPLAINANT (Med. Speed)**
3. **CUSTOMER (HIGH SPEED)**

*~EACH CLIENT HAS A UNIQUE WAY  
OF COOPERATING~*

## **SOLUTION FOCUSED COMMUNICATION®**

**(SUMMARIZED):**

- A philosophy of **cooperation** based on a positive perception of life.
- Focus one's **attention on solutions** (instead of the explanation of problems).
- **Emphasize what is working** and don't repeat what is not working ("water the flowers, not the weeds").
- Focus on your **successes** (you already know a great deal more than you think you know).
- **Pacing and leading** the person you are speaking to (how to slow down to speed up and how to do more with less).
- An approach of **acceptance** and **non-resistance** (resistance leads to persistence).
- An approach **immediately applicable** and **accessible for everyone** that can make a difference in relationships, at the office, at home and in everyday life.

**... And even more!**

