

Drilling Down for My 4 Steps

In the training with BIT, you have learned about the “drilling down” part of My 4 Steps: the part where you guide the other person in finding answers that fit the relevant criteria for each step and in finding their “true” answers. Here are some guidelines for how to drill down. These should be particularly helpful following the occasions when the group of trainees has practised My 4 Steps (either when they perform it themselves, or when they practise guiding someone else through it) – you ask for someone to volunteer their My 4 Steps, and then you drill down to demonstrate how to arrive at the appropriate, true answers.

Work coaches will need to be able to go through this process with claimants to make sure the claimants arrive at their most appropriate and true answers. The best way for work coaches to learn this is from your demonstrations during the training.

The guidelines below are just recommendations and don’t need to be followed strictly – they can be used flexibly and put into your own words. The aim in these “drilling down” feedback sessions is to make it feel natural, supportive and sensitive rather than scripted or mechanical. This is important for the HWC, as the Work Coaches need to get a sense of how to guide claimants through My 4 Steps in a natural and conversational manner and in a way that doesn’t make My 4 Steps feel like a box-ticking exercise.

WANT

- Ask the person what their Want is.
- Ask them the relevant questions about Wants – is the Want challenging but possible? Is it something that's within your ability to achieve? Is it something you personally care about?
- Once it seems likely they have identified an appropriate Want, ask them to summarise their Want as briefly as possible.
- Once they have summarised their Want in a brief sentence, ask them to state it again.
- Move on to OUTCOME.

OUTCOME

- Ask the person what the Outcome is – what would it be like to achieve their Want?
- Remind them that the Outcome is about how they would feel if they achieved their Want, or what they would be able to do if they achieved their Want.
- Ask them to imagine what they'd feel the moment they achieve their Want.
- Ask them if they've spent a few seconds visualising their Outcome.
- Once it seems likely they have identified an appropriate Outcome, ask them to summarise their Outcome as briefly as possible.

- Once they have summarised their Outcome in a brief sentence, ask them to state it again.
- Move on to OBSTACLE.

OBSTACLE

- Ask the person what their Obstacle is – what is going to come up that might stop them from achieving their Want?
- If they have chosen an external obstacle, explain why it is external, and ask them if there is an internal obstacle. If they can only find external obstacles, you may need to explain that they will need to choose a different Want, one with an internal obstacle.
- If they identify multiple internal obstacles, ask them to choose the one they think is most likely going to stop them from achieving their Want, and ask them to subsequently focus on that one for the remainder of My 4 Steps.
- When they have identified an internal Obstacle, ask them “If you overcame that Obstacle, do you think you would be able to achieve your Want?” If they’re not sure, ask them to “dig deeper” to see if they can find the true Obstacle.
- When you believe they have the true Obstacle, ask them if they have spent a few seconds visualising it – ask them to describe the moment when it’s likely to come up next in a way that will prevent them from achieving their Want. You want to find the moment the Obstacle comes up in a way that puts the person at risk of going off-course and not achieving their Want.



Remember the example: if someone's Want is to get up on time in the morning, then the moment they start to be at risk of not achieving that Want might not necessarily be in the morning when it's time to get up – it might be the night before when they don't start getting ready for bed on time. In that case, it's the night before when they become at risk of not achieving their wish, so that's when a good Plan would help them the most.)

- Once it seems likely they have identified an appropriate Obstacle, ask them to summarise their Obstacle as briefly as possible.
- Once they have summarised their Obstacle in a brief sentence, ask them to state it again.
- Move on to PLAN.

PLAN

- Ask the person what their Plan is – what is something they are going to do the moment their obstacle comes up that will help them overcome the obstacle?



It's important that it's something the person can do the moment the Obstacle comes up that helps them stay on track to achieving their Want. Remember the example again: if someone wants to get up on time in the morning, they need to find the moment their Obstacle comes up and a Plan they

can put into action straight away. If they think the Obstacle is that they're always tempted to hit the snooze button, they need a Plan they can put into action as soon as that temptation strikes. If they think their Obstacle is that they watch TV too late instead of going to bed at 10pm, they need a Plan they can put into action at 10pm.)

- Ensure their answer is practical and feasible. Ask them “If your Obstacle comes up, and you put this Plan into action straight away, will it help you overcome that Obstacle?”
- Once they have a Plan, ask them whether, if they put the Plan into action, they believe they would overcome their Obstacle.
- Once it seems likely they have identified an appropriate Plan, ask them to summarise their Plan as briefly as possible.
- Once they have summarised their Plan in a brief sentence, ask them to state it again.
- Guide them through creating their “if-then” statement from their Obstacle and Plan.



- Remember: the if-then statement is literally just the Obstacle and Plan together. You are not coming up with new ideas or actions or anything at this stage. For example:

- Your Obstacle might have been: “I am tempted to watch TV past 10pm.”
- Your Plan might have been: “I will immediately get changed into my pyjamas at 10pm.”
- Your if-then statement would be: “IF I am tempted to watch TV past 10pm, THEN I will immediately get changed into my pyjamas at 10pm”.

- It's fine if the phrasing of the if-then statement has to be changed a little so that the Obstacle and Plan fit together to make an if-then statement that makes sense.
- Ask the person to repeat their if-then statement and ask whether they think that it will help them to achieve their Want.
- Remind the person to keep repeating the if-then statement to their self, so that it becomes easier to remember.