

Resourcefulsearch – Handout

Resourcefulsearch for the Rickter Company - examples of questions asked to practitioners:

1. **Introduction**
How easy do you feel it is to introduce the Rickter Scale to a client for the first time?
Ten: you feel it is very easy to introduce the Rickter Scale.
Zero: you feel it is not easy at all.
2. **Effectiveness**
How effective do you feel the Rickter Scale is in offering a way of working for you and your clients?
Ten: you feel the Rickter Scale is very effective in offering a way of working for you and your clients.
Zero: you feel it's not effective at all.
3. **Change**
How effective do you feel the Rickter is Scale in helping to identify clients' movement over time? (I.e. distance travelled, changes in their behaviour, in their attitude or even in their sense of identity)
Ten: you feel the Rickter Scale is very effective in helping to identify clients' movement over time.
Zero: you feel it's not effective at all.
4. **Time effectiveness**
How effective do you feel the Rickter Scale is in gathering quality information quicker than other more traditional methods?
Ten: you feel the Rickter Scale is very effective in gathering quality information quicker than other methods.
Zero: you feel it's not effective at all.

Resourcefulsearch for the Rickter Company - examples of questions asked to clients:

1. **Goals**
Having used the Rickter Scale, how clear are you about your goals and your action plan?
Ten: you are very clear about your goals and your action plan.
Zero: you are not clear about it at all.
2. **Sliders**
How does moving the sliders help you to feel where you are in your life and where you would like to be?
Ten: you feel that moving the sliders helps you a lot.
Zero: it doesn't help at all.
3. **Talking about yourself**
How easy does the Rickter Scale make it for you to talk about yourself and the things going on in your life?
Ten: the Rickter Scale makes it very easy for you to talk about yourself and the things going on in your life.
Zero: it does not make it easy at all.
4. **Awareness**
Having used the Rickter Scale, how aware are you about what you've already achieved, what your own abilities are right now and what you can do in the future?
Ten: you are very aware about what you've already achieved, what your abilities are right now and what you can do in the future.
Zero: you are not aware about that at all.

Story about a Zen master who lived in China during the 14th and 15th century:

A student said to Master Ichu, "Please write for me something of great wisdom."

Master Ichu picked up a brush and wrote one word: "Attention."

The student said, "Is that all?"

The master wrote, "Attention. Attention."

The student became irritable. "That doesn't seem profound or subtle to me."

In response, Master Ichu wrote simply, "Attention. Attention. Attention."¹

Let's experience "attention":

We hear noises constantly. But exactly to what of all these noises do you pay attention to?

Please read this sentence once again, very slowly and calmly:

We hear noises constantly. But exactly to what of all these noises do you pay attention to?

Probably you've recognised that the acoustical impressions became more intense. Now, please listen very attentively to what you are hearing – be relaxed, but still all ears.

An excellent way of focusing attention: Scaling questions!

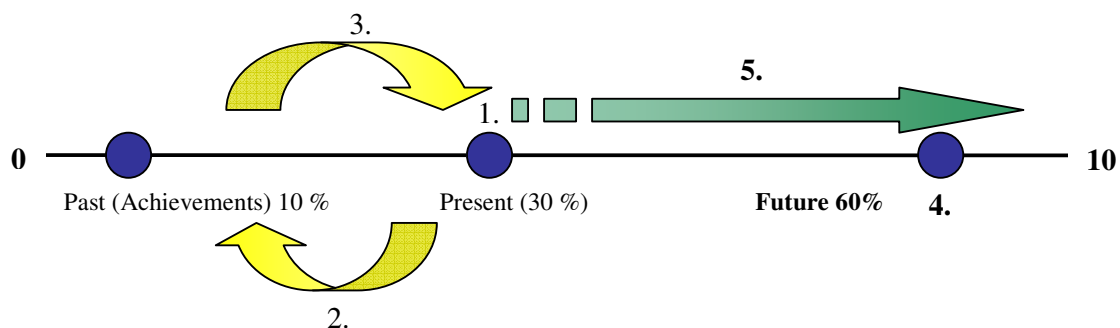
The more precise the question, the more precise the answer. The more precise the answer, the more concrete the idea. The more concrete the idea, the easier the step to its realisation.

Is there anything more precise than scaling questions?

The fun element seems to be quite important too:

"A good game always involves some way of keeping score. The score (or scaling) feeds back to the players, giving them a constant feel for how well their efforts are succeeding. Feedback, more than any other factor, injects a gamelike fun into work and learning".

(Mihalyi Csikszentmihalyi)

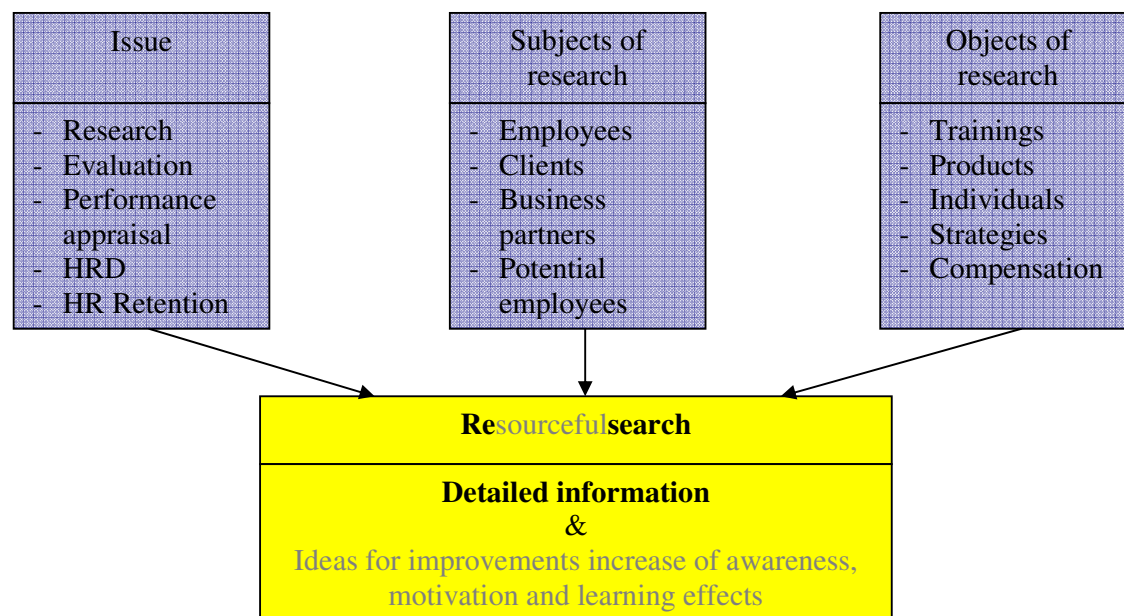


¹ Charlotte Joko Beck, Nothing Special: Living Zen (San Francisco: Harper San Francisco, 1993), p. 41

1. *Present situation.* Possible question: “What’s your thinking here?” or “What does that mean for you?” (Also element of the **research** part)
2. / 3. *Focusing on the past to spot things that work already and affirm those achievements.*
Possible questions: “Has it ever been lower?” If yes, “What’s different now?” or “How did you do that?” (regarding the difference) or “How is your answer different from 0?”
4. *Focusing on the ideal state.* Possible questions: “Where would you like it to be?” and “What is different if it can be on a (e.g.) 9?”
5. *Focusing on next steps.* Possible questions: “What would be different if you were just one step higher on the scale?” or “What could you do (or could be done) to move even slightly in this direction?” and “How will you notice that you have moved up one point?” and “What else?”

(Most questions are taken from the Rickter Guidance Model, some from Peter Szabó’s article in *Organisations & People*, (2003)4).

Scope of Resourcefulsearch:



Resourcefulsearch about the SOL conference in Stockholm:

How much did you like the sessions you have attended during this conference?

10 they couldn't have been better

0 they weren't good at all

0 — 1 — 2 — 3 — 4 — 5 — 6 — 7 — 8 — 9 — 10

How much do you feel you have learnt during these four days?

10 you couldn't have learnt more

0 you didn't learn anything at all

0 — 1 — 2 — 3 — 4 — 5 — 6 — 7 — 8 — 9 — 10

How satisfied have you been with the overall organization of this conference?

10 it couldn't have been organized better

0 it wasn't well organized at all

0 — 1 — 2 — 3 — 4 — 5 — 6 — 7 — 8 — 9 — 10

Some possible questions for the **Resourcefulsearch**-Journey:

Present situation: "What's your thinking here?" or "What does that mean for you?"

Focusing on what works: "Has it ever been lower (past conferences)?" If yes, "What's different now?" or "How did you do that?" (regarding the difference) or "How is your answer different from 0?"

Ideal state: "Where would you like it to be?" and "What is different if it can be on a...?"

Next steps: "What could you do (or could be done) to move even slightly in this direction?" and "How will you notice that you have moved up one point?"