

Please build views by incorporating and describing: actions, reactions, relationship factors, thoughts, feelings, sensations, surroundings and outlook of a different persons, understanding, ways of speaking and interpretation... You can work within perceptions of: A CLIENT (main one), important persons in their life, other people in their life, and external persons to client's life (it's also you)

## WALL OF **WHAT** WINDOWS

### VIEWS ON PRESENT SITUATION

Topic for conversation: any aspect of client's life, which seems to be useful to talk about, and help the client to describe it. Examples: work situation, health problems, self-confidence, playing with children, life satisfaction, feelings, relationships, values... It's more about creating clients' perceptions, than looking for the truth about it. Remember that client's perception is very important, but maybe others perception (including yours as a therapist) is also important. So, share it with the client and work with them all.

### VIEWS ON TROUBLES, DIFFICULTIES...

#### ... INTERNAL                      ... EXTERNAL

Topic for conversation is around client's (others) troubles, difficulties that they experience at the internal or the external level. Name what, and in what way it is difficult, avoid the word "problem" – talk about troubles, difficulties, obstacles, unwanted things, unsatisfied needs, limitations, weaknesses.

### VIEWS ON GOALS...

#### ... INTERNAL                      ... EXTERNAL

Topic for conversation is around client's (others) wish of change, which they (others) want to experience on the internal or the external level. It's about appearing some new aspects, developing the existing ones, eliminating or stopping others. Both changes – in client and around client may play very important role.

### VIEWS ON PREFERRED SITUATION

Topic for conversation is around describing situations that a client (others) wants to experience when desired change will occur. Both of you – a client and you – create narration about future situation which, in a way, seems to be better for a client (others) from present situation.

## WALL OF **HOW** WINDOWS

### VIEWS ON CLIENT'S EXPERIENCE

Topic for conversation: identify, describe and interpret so called *exceptions* from the past and presence – that is to find out how clients achieved a change in the past and how to achieve this change in presence – How did it happen? What did work out well? How did it work out? What didn't worked out? Look for very different factors, which might support process of a change – internal and external ones.

### VIEWS ON OTHERS' EXPERIENCE

Topic for conversation: sometimes client's experience needs to be reinforced by external sources of experience. Especially about what and how to do or not to do in order to achieve goals and wanted situation. That experience may come from other clients (e.g. during group work), other people, or directly from you. It's important to show these ideas rather as something to consider, than to accept and follow without doubts.

### VIEWS ON THEORY OR SCIENTIFIC EXPERIENCE

Topic for conversation: although in most situations combining client's and others experience is sufficient in order to achieve required change, there're still situations where useful ideas are rather in the process of searching than finding out. Theory and science had great potential, which might be adapted to individual client case. It requires a lot of sensitivity since general rules about what works may be different from individual ones. So take a look around, it may be a case that you or other professionals see, much more than a client, since it's you, who is the person of science – modern or postmodern one. Give attention to talk with a client and give them the theory and science messages in effective way.

## WALL OF **DO** WINDOWS

### VIEWS ON ACTION DURING SESSION

Topic of interest and perhaps a field of a conversation: during session a client acts in some ways. Some of those actions may be a part of a desired change. So please observe, identify them, and reinforce by noticing and sharing your observations with a client. On the other hand, time during the therapy may be appropriate for a client in order to try some actions they want to perform in life! So combine talking about wanted actions with performing those actions during session. Analyze together with a client and perhaps do it again... and again...

### VIEWS ON ACTION DURING TRAINING WORK

Topic of interest: it may be a case for your client, while talking about a change, that finding a safe place for exercising that change, can be very attractive for them. Sometimes preparing for real match requires hours of training. Especially when we need to achieve sufficient level of some skills. So be open for creating pictures of change, and for creating opportunities for your client to perform that pictures during special trainings.

### VIEWS ON ACTION IN REAL LIFE

Topic of interest: also on the action level, most of the time change will appear in natural environment of client's life. Be interested in that changes, and remember that you cannot observe them. So during conversation please talk about what client did, and at the same time talk about how it was done! It's very important to focus on how a change was achieved, and to get pictures of it! At the same time remember that some actions cannot be usefully pictured for many reasons. Because of this many client's actions will be just performed beyond your conscious thought or descriptions. Remember that client's real life is the natural environment for them to perform changes.

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## WALL OF **WHAT** WINDOWS

### VIEWS ON PRESENT SITUATION

Tell me more about your life situation...  
What would tell your partner about the same?  
What's going on around you?  
I would like to hear more about your relationship with...  
What do you think about...  
Can you say something about you and your work?  
As a therapist I see your situation in such a way...

### VIEWS ON TROUBLES, DIFFICULTIES...

#### ... INTERNAL                      ... EXTERNAL

What worries you in your situation? What worries your...  
What is difficult for you in your children reaction?  
Tell me more about troubles you're facing in this situation?  
What is hard to accept in your workplace?  
Which of your reactions are not useful for your family?  
What don't they like in your attitude?  
Please describe your deficits as a ... a bit more....

### VIEWS ON GOALS...

#### ... INTERNAL                      ... EXTERNAL

What do you want to be different in...  
What should they do differently...  
Tell me more about changes you want to see in your life..  
How do you want to be able to think about ...  
Please describe your reactions after a change...  
What will it change in your feelings?

### VIEWS ON PREFERRED SITUATION

Please tell me more about your average day after a change will occur...  
In what way your situation will be better for...  
So, with a sunny smile inside, you will have a different life...  
I want to hear more about that different life...  
Please create image of this change at work from as many perspectives as possible...

## WALL OF **HOW** WINDOWS

### VIEWS ON CLIENT'S EXPERIENCE

Identify: When was it like this? (depends on what we seek)  
Describe: Tell me more about how it was! (details)  
Conclude: What helped? What worked?  
Tell me more about your experience in doing...  
What made it more possible for you at that time?  
Please give some suggestions to your friend in similar situation...what is worth to do...what is not worth to do...  
How can you perform this? How to do that?  
What is worth to avoid in such situation?  
What do not work for your family?

### VIEWS ON OTHER'S EXPERIENCE

From experience of some people in similar situation...  
For some people help when they...  
My client did ... in similar situation! What do you think?  
On the basis of my experience I can share with you that...  
[Group work] What do you do in such a situations?  
How do you show your gratitude at home?  
In what way do you support your partner?  
Is there one way of telling about love?  
Maybe someone else has some ideas...

### VIEWS ON THEORY OR SCIENTIFIC EXPERIENCE

In medicine we suggest ... What do you think about it?  
From systemic point of view we can suggest you to...  
In ICD 10 we call it depression... so maybe it's good to try...  
Such behavior of a child may be connected with... so please next time during such situation, consider...  
When people are in a panic attack dr XXX suggests that... can you try it and tell me how it works for you?  
These medicaments often give such a mood at the beginning, so I suggest you to...  
Would you like to hear more about different points of view about your symptoms? Than we can consider how to use them?

## WALL OF **DO** WINDOWS

### VIEWS ON ACTION DURING SESSION

Today I've noticed that during the session you...  
I see your smile when you talk about...  
Now you are speaking in a different way...  
What helps you to keep eye contact with me...  
Maybe you cannot do it and somehow now&here you can!  
Show me how you want to speak to your son...  
Please imagine I'm your boss... do it with me as you planned...  
I have an impression that now your body is...  
I like the way you expressed your anger here...  
For me, what you've done here means that...  
Please try it now and here... would you mind?

### VIEWS ON ACTION DURING TRAINING WORK

Today we're going to exercise...  
Please follow the instruction...  
After this exercise we'll analyze what we like, and what we could change or do differently...  
Please repeat this statement for ten times... and afterwards swap roles and do the same...  
We will record this try and watch it again...  
Pretend it's a real situation...  
Show us what you do when you...  
Now, do what doesn't work... and after I'll tell you to do what works...

### VIEWS ON ACTION IN REAL LIFE

Between sessions please try to...  
Please focus on repeating this action for many times...  
Can you record such situation... we could watch it later...  
Don't do, just try to think differently about...  
You may do.... or do... or don't do...  
Observe your reactions is such situations...  
Sometimes pretend that you can...  
Train it for some time, come back and show us...