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| **S**: &middot;&middot;&middot; | What have you seen?  
What haven’t you seen?  
What might you have lost sight of?  
How would you describe your vision in terms of this situation?  
What would a good outcome look like?  |
| **H**: &middot;&middot;&middot; | What have you heard?  
From who?  
What haven’t you heard?  
Whose voice is the most influential? Why?  
Have you fully heard all the key stakeholders?  |
| **A**: &middot;&middot;&middot; | What have you done?  
What impact has it had?  
What have others done?  
What impact has that had?  
What hasn’t been done?  |
| **R**: &middot;&middot;&middot; | What have you read?  
Previous case notes?  
Other professional reports?  
Research?  
Theory?  
Legislation?  |
| **E**: &middot;&middot;&middot; | How are you evaluating all of this?  
What is important? What isn’t?  
How do you feel? What impact does that have?  
What’s worked well? What hasn’t?  
What are the facts? How do you know?  |
| **D**: &middot;&middot;&middot; | What decision have you reached?  
Why?  
How do you need to take that forward?  
When will you review the impact?  |