

## **The NOAM-seven steps approach**

### **Step 1. Usefulness of this conversation**

- What would you like to talk about so that this conversation is useful to you?
- How can we use our time together as usefully as possible for you?

### **step 2. Clarify the problem or desire for change**

- What is the problem?
- What would we need to discuss to make this interview useful to you?
- What is bothering you?
- How is it bothering you?

### **step 3: Describe the desired progress**

- What do you want to achieve?
- What do you want instead of this problem?
- Suppose you are x months further, and you are satisfied with how things are, what is better then? What is different then? What would you be able to do differently then?

### **step 4: determining the platform**

- On a scale of 0 to 10, where 0 is the situation in which nothing had been achieved yet and 10 means the desired progress is achieved, where are you now?
- What makes it that number? What has already been done to get there?
- What has already been achieved?

### **step 5: analyse previous successes**

- When was the desired progress already happening (a little bit)?
- What is the highest you have ever been on the scale?
- What was better then? How did you do that? How did you make that happen?

### **step 6: one step forward**

- What would a small step forward look like?
- Which small improvements could you make tomorrow?
- How would other people notice you have made a small step forward?

### **Step 7: usefulness of this conversation**

- Was this conversation useful to you?
- If so, what specifically was useful to you?
- If not, what would have made it more useful to you?