

### Questions that open and develop:

- "What kind of [X] is that [X]?"
  - When a client uses a loaded term, reflect it back using their exact word
  - "What kind of fair is that fair?" / "What kind of resolved would that be?"
  - Legal is full of these words: fair, justice, reasonable, worth it, simple, quick
  - The structure is the technique — the object changes to match whatever word the client used
- "And when [X]..."
  - The continuing question — acknowledges their word, uses it exactly as they said it
  - Opens the next layer without leading them anywhere
  - "And when you say it doesn't feel worth it — what would worth it look like?"
- "Is there anything else about that?"
  - The deepening question — use it after any answer
  - Keeps the door open, doesn't rush to a conclusion
  - Signals genuine interest in their full picture, not just looking for an opening to respond

### Questions that move toward outcomes and understanding:

- "What would you like to have happen?" (WWYLTHH)
  - David Grove's original — one of the cleanest questions in the toolkit
  - Shifts from problem-focus to outcome-focus without presupposing what a good outcome looks like
  - Works at intake AND mid-engagement when things go sideways
- "What needs to happen for [X] to happen?"
  - Surfaces what the client thinks success actually requires
  - Often reveals a significant gap between what they think the path is and what you think it is
  - Best used at intake — but powerful mid-engagement too
- "How do you know [X]?"
  - For when a client makes a confident assertion you need to test
  - "I know they'll never settle." "How do you know they'll never settle?"
  - Not a challenge — genuinely curious; that's what makes it clean