



# Turning Questions into Conversations: EARS Process

	WORRIES	STRENGTHS	GOALS
<b>ELICIT</b> First Questions	<p>What we worried about?            What harm has happened to any child in the care of these adults?            What is the danger to this child if left in care of this mother?            What makes this situation more complicated?</p>	<p>What's working well here?            What are the best attributes of this mum / dad's parenting?            What would the child say are the best times she has with their mum / dad?            When has the mum fought off the depression and be able to focus on the child?</p>	<p>What needs to happen?            What do you need to see to be satisfied the child is safe enough we can close the case?            What would the mum say would show everyone the child can come home?            Where would the teenager say he wants his life to be at 18?            What do you need to do to create a relationship where we can talk about difficult issues?</p>
<b>AMPLIFY</b> Behavioural detail: what would you see?	<p>When has that harm happened?            How often? How bad?            How did that incident affect the child?            What language can we use to say that so the mum and child can easily understand?            How long has this abuse been happening?            Give me the first, worst and most recent examples of the abuse?</p>	<p>When has that good thing happened? How often?            How did the mum fight off the depression? How else? How else?            How does the neighbour help?            How did you get her to open up?            How is the parenting programme making things better for the child?            What else did the dad do to make those contacts visits really enjoyable for his kids?</p>	<p>Describe the details of the behaviour you would want to see that would tell you this child is safe?            How many people do you think should be involved in this safety plan?            What is the father's willingness / capacity to do this?            Is the plan written up in a way the child would understand?            How will the mental health services involvement help make this plan work?</p>
<b>REFLECT</b> Meaning	<p>Which of the danger statements do you think is the most important (or easiest) to deal with first?            Which danger would worry the parents most?            Of all the complicating factors which do you think is most important to deal with?</p>	<p>Which of the strengths are most useful in terms of getting this problem dealt with?            Which aspects of their parenting / family life would mum and dad be most proud of?</p>	<p>Where do you rate the child's safety with this mother on 0 to 10 scale?            Is this a plan that the parents believe in? What confidence on a 0 to 10 scale would they say they have in it keeping the child safe?</p>
<b>START</b> Over	<p>Are there any other worries that we have missed?</p>	<p>Are there any other good things happening in this family that we have missed?</p>	<p>Are there any other important things that we have missed in the plan?</p>

# Turning Questions into Conversations: EARS Process/Appreciative Inquiry

<p><b>ELICIT</b></p> <p>First Question</p>	<p>Tell me about a piece of practice you feel proud of?</p> <p>Tell me where you have used the Signs of Safety and it's been useful to you?</p>
<p><b>AMPLIFY</b></p> <p>Behavioural detail: What you would see</p>	<p>Who did what where and when? What happened that made this piece of work important? What made this different? How did you make this happen? What else did you do? What else? And What else? Who else was involved? How did they help to build this success?</p> <p>What would..... (supervisor, mother, father, child, judge or anyone else who was involved) say you did to contribute to achieving these outcomes? How did you know what you was doing was working? What difference did you see in ..... (supervisor, mother, father, child, judge or anyone else who was involved) that told you what you was doing was working?</p>
<p><b>REFLECT</b></p> <p>Meaning</p>	<p>When you think about this piece of work what was the most important thing you learnt? What is the thing that you feel proudest of about in this situation? On a scale of 0 – 10 where would you rate this practice? Where 0 is it was my worst effort ever and 10 means it's as good as I can do.</p>
<p><b>STARTOVER</b></p>	<p>Begin again looking for more behavioural and meaning detail</p> <div data-bbox="1825 1136 2049 1321" style="text-align: right;">  <p>City of <b>Stoke-on-Trent</b></p> </div>