

Three Step Method	van Ooijen (2003)
Step 1: What is the issue?	<ol style="list-style-type: none"> 1. What do you want to talk about today? 2. What is your objective in doing that? 3. What do you want to achieve? 4. What is the real issue here?
Step 2: How am I going to find out?	<ol style="list-style-type: none"> 1. How did you feel about what happened at the time? 2. How do you feel now? 3. How do you feel about your interventions and the impact on the other person?
Step 3: What will I do now ?	<ol style="list-style-type: none"> 1. Have we achieved the objectives identified in Step One? 2. If not you may need to go back to Step Two 3. Agree on what actions are needed now?