



Questions on the Neurological Levels

1. Environment

WHERE are you doing your work?
HOW does your workplace look?
WHAT kind of tools do you use?

2. Behavior

WHAT are you doing there?
WHAT are you working on?
WHAT habits, traditions and customs do you use there?

3. Capabilities / Skills

WHAT qualities do you have to do this?
WHAT things are you good in?
WHAT are your specialities?

4. Beliefs

WHY are you doing this on that way?
WHAT produces, delivers it you?

5. Values

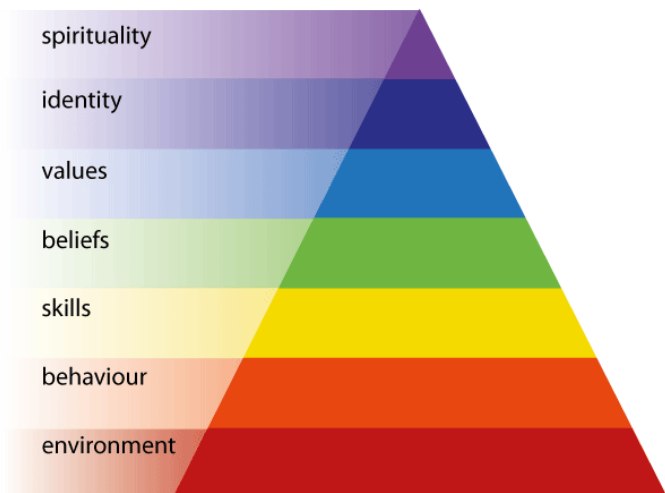
WHY is that so important?

6. Identity

HOW do you characterise yourself?
WHAT image of yourself see you?
HOW would you describe that?

7. Spirituality

WHAT is your connection with the completely overall?
WHAT do you contribute to and get from the world?
HOW do you look at that; reflect on that?



Invite the person to tell his/her own story, and show only respect and understanding for that. Just keep your own opinion behind, and don't react on WHAT the person says. Ask open questions (*What, How, Where, Why*). Ask for explanation and clarification. Give each time a summary and repeat to the letter the words the person uses. Check with a closed question if you understand it well. And when you see the itee doubting, rejecting or refusing, you dig deeper and deeper till you know for sure that you do understand it very clearly. When the person confirms, you go on with the next step. At last you ask the person how it was going, and what he or she noticed. Tell as well what you have noticed, and only in positive terms.