



# Coaching

With

Paul Z Jackson

paul@thesolutionsfocus.co.uk

[www.thesolutionsfocus.co.uk](http://www.thesolutionsfocus.co.uk) @solfoc



simplicity in a complex world



# **Introducing the solution-focused coaching model, OSKAR**

**Outcome**

**Scale**

**Know-how**

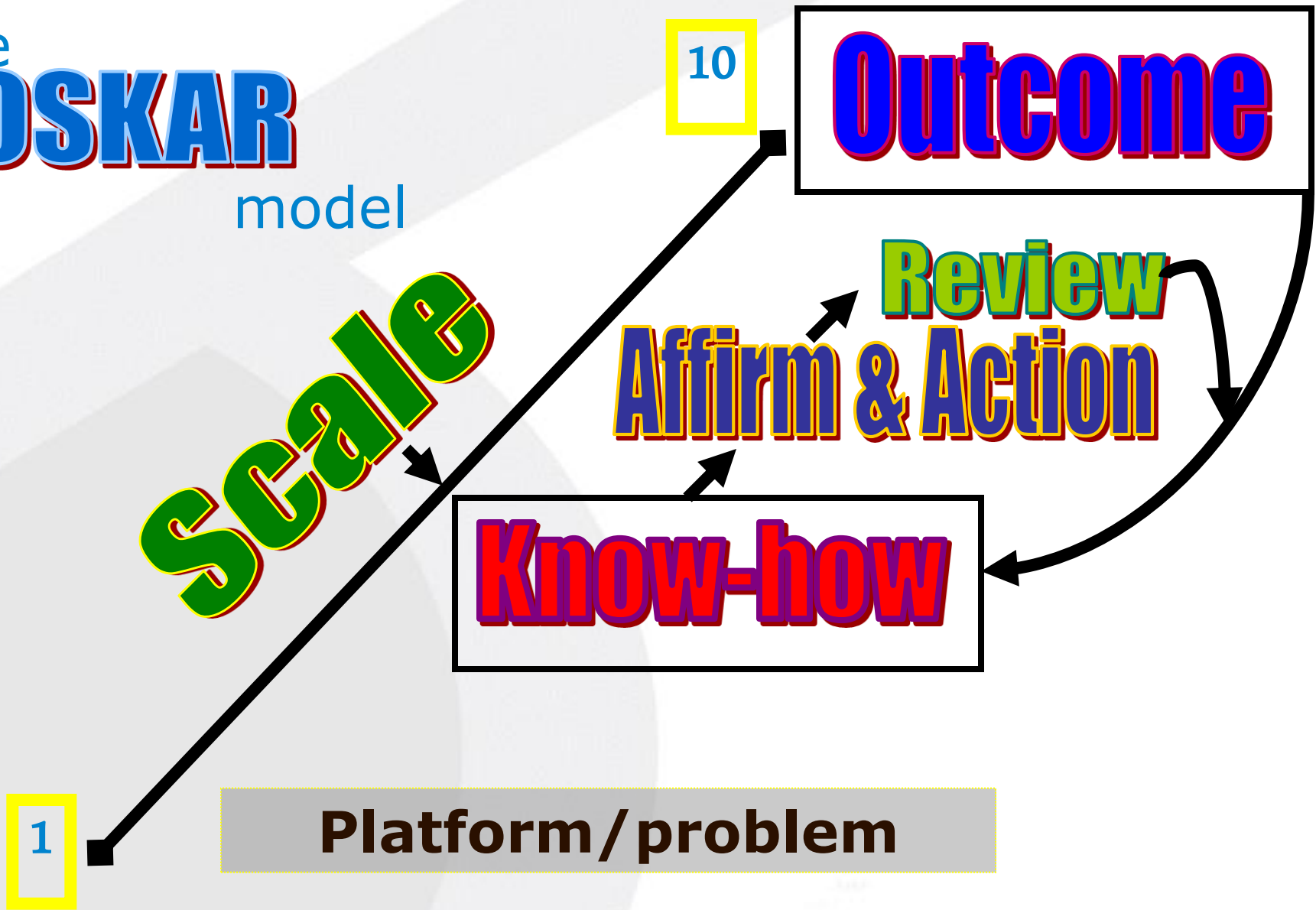
**Affirm & Action**

**Review**



**You can use OSKAR as a complete process in order, or just use whichever steps you need in any order.**

the  
**OSKAR**  
model



O

# Outcome

Life...only  
with the  
issues  
resolved



The  
“Future  
Perfect”

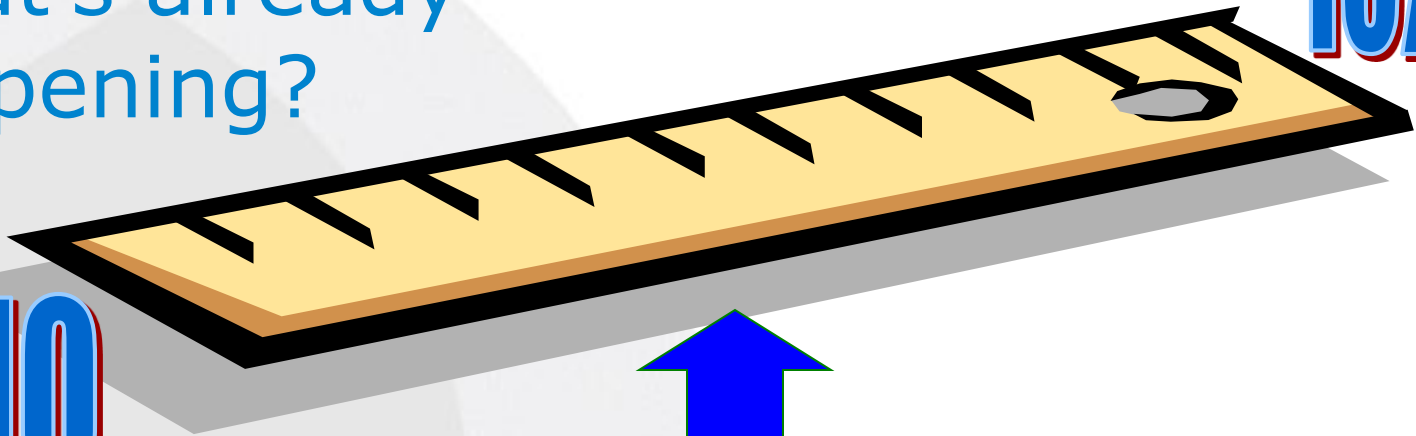
How would you know the solution is happening?  
Make it positive, observable, detailed

S

# Scale

What's already happening?

1/10



10/10

Everyone's scale is 'right' - for them

K

# Know-how

What works here?

*When....*

- does the solution happen already?
- do bits of the solution happen?
- are things slightly less bad than usual?
- have you achieved similar things before?
- have other people achieved this?



*Collect as much as you can!  
Make sure it's a good fit*



# A

# Affirm & Action



Summarise what's impressed you most about the people so far...

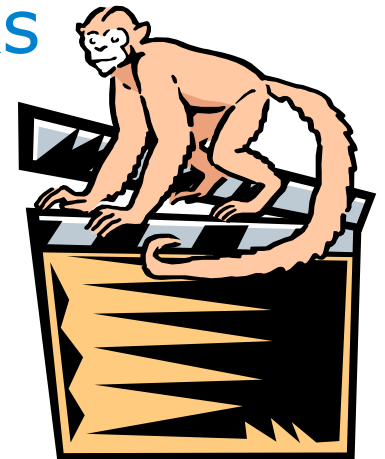
Then agree small next steps based on what works

Choose from...

- \* The most likely to succeed
- \* The easiest
- \* A random choice
- \* Noticing what works

Choose things...

- \* to do tomorrow
- \* concrete
- \* starting, not stopping
- \* for the right people



R

# Review



What's better?

How did you do that?

Remember.....

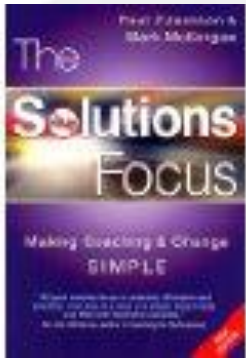
1. Do more of what works
2. Stop doing what doesn't work, and do something different
3. Who is a customer, and for what?

# the solutions focus

**OSKAR has been successfully introduced as a valuable coaching tool for leaders and managers in many organisations, including PepsiCo, Walkers, Beiersdorf, The Metropolitan Police, local authorities and colleges.**

[contact@thesolutionsfocus.co.uk](mailto:contact@thesolutionsfocus.co.uk)

twitter: @solfoc



## The Solutions Focus

By Paul Z Jackson and Mark McKergow

<http://amzn.to/WD9HEj>

*You can read about the Solutions Focus approach in the leading book, The Solutions Focus, Making Coaching and Change SIMPLE, co-authored by Paul Z Jackson and Mark McKergow.*



## Positively Speaking

By Paul Z Jackson and Janine Waldman

<http://amzn.to/RPdNmZ>

*Paul Z Jackson and Janine Waldman take you on a tour of successful, constructive conversations, from preparation through opening remarks to agreeing the right actions. Illustrated throughout with tips, examples and exercises, Positively Speaking will develop your skills in creating dialogue that works well for you at work, in social settings and at home.*