

Once the miracle day has been thoroughly explored the worker can follow this with scales, on a scale where 0 = worst things have ever been and 10 = the miracle day before me (you see)? What would it need to be for you to know that you didn't need to see me any more? What will be the first things that will let you know you are 1 point higher. In this way the miracle question is not so much a question as a series of questions.

There are many different versions of the miracle question depending on the context and the client.

In a specific situation, the connector may ask:

"If you wake up tomorrow, and a miracle happened so that you no longer really fear your teacher, what would you see differently?" What would the first signs be that the miracle occurred?"

The client (a child) may respond by saying:

"I would not get upset when somebody calls me names."

The connector wants the client to develop positive goals, so what they will do, rather than what they will not do, so better general success. So, the connector may ask the client, "What will you be doing instead when someone calls you names?"

Scales Questions Scales questions are tools that are used to identify social differences for the client and may help to establish goals as well. The poles of a scale can be defined in a bipolar way each time the question is asked, but typically range from "the worst the problem has ever been" (one or two) to "the best things could ever possibly be" (ten). The client is asked to rate their current position on the scale, and questions are then used to help the client identify resources (e.g. "what's stopping you from slipping one point lower down the scale?"), exceptions (e.g. "on a day when you are one point higher on the scale, what would tell you that it was a 'one point higher' day?") and to describe a preferred future (e.g. "where on the scale would be 'good enough' What would a day at that point on the scale look like?").

Exception Scales Questions Proponents of NLP used that there are always times when the problem is less severe or absent for the client. The connector works to encourage the client to describe what different circumstances exist in that case, or what the client did differently. The goal is for the client to repeat what has worked in the past, and to help them gain confidence in making improvements for the future.

Coping questions Coping questions are designed to elicit information about client resources that will have gone unnoticed by them. Even the most hopeless may have within it examples of coping that can be drawn out. "I can see that things have been really difficult for you, yet I am struck by the fact that even so, you manage to get up each morning and do everything necessary to get the kids off to school. How do you do that?" Genuine curiosity and admiration can help to highlight strengths without appearing to contradict the client's view of reality. The initial statement "I can see that things have been really difficult for you" is for their use and validates their story. The second part "you manage to get up each morning etc." is also a *resource*, but one that counters the problem-focused narrative. Undoubtedly, they cope and coping questions start to gently and supportively challenge the problem-focused narrative.

Problem-free talk In solution-focused therapy, problem-free talk can be a useful technique for identifying resources to help the person cope, or to move resources, for example. Solution-focused therapists will talk about seemingly irrelevant life experiences such as leisure activities, meeting with friends, relaxing and managing conflict. The therapist can also gather information on the client's values and beliefs and their strengths. From this discussion the therapist can use their strengths and resources to move the therapy forward. For example, if a client needs to be more assertive it may be that under certain life situations they are assertive. This strength from one part of their life can then be transferred to the area with the current problem. Or if a client is struggling with their child because the child gets aggressive and calls the parent names and the parent consistently retaliates and also gets angry, then perhaps they have an area of their life where they remain calm even under pressure, or maybe they have