1. Who is the person
   - What people like and admire about the person, what is important to them and how best to support them.

2. Where are we now?
   - What is working and not working from the person's perspective and others perspectives?
   - Clarify the risk - what is the problem you are trying to solve?

3. Where do we want to be?
   - What does success looks like, for the person and others.

4. What have we tried and learned already?
   - What have you tried and learned already?
   - What are the consequences if we do nothing?

5. What shall we do next?
   - What is obvious?
   - What are potential solutions?
   - How do the potential solutions measure up to what matters to the person?
   - What will you try? Who will do what, by when?
   - How can you ensure that the person has as much choice and control in this as possible?
   - What are your responsibilities?
   - What does good support means in implementing the action plan?
   - How will you record what you are learning?
   - What can you do if things don't go to plan?