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**Diagnostic**

**Listen to their story (circumstances)**  
**Identify, what did they...**

Think	Feel	Do	Want

## Help[H]er

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- Where would you start and why?
- What would you say in response to what you hear?
- What are you listening for?
- Questions you would ask?
- What is the presenting problem?
- What do they see as the solution?
- What are their goals?
- What do they need, in order of priority?
- Is their problem caused by their own sin, the sin of another person, and/or the general consequence of life in a fallen world?

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- How might you frame her problem in the context of the big story of Creation, Fall, Redemption, Restoration?
- What do they believe about the gospel?
- What do they think about God in the context of her situation?
- What is their understanding of trials in the Christian life?
- What light does the gospel shine on their problem? How does the gospel intersect with their circumstances?
- What might be the problem beneath the problem? (Consider an iceberg)
- What can you do to show empathy, compassion, love, and gentleness?
- What are some contributing factors to their situation (past experiences, family/relational stressors, financial, health, etc)?



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**Reinterpret (corrective)**

What should they...

<b>Put off Response and or/Actions</b>	<b>Passages to Renew the Mind</b>	<b>Put on Godly Response and/or Actions</b>

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- How will you convey difficult information? (Sin, sinful responses, for example)
- What will you say if they disagree with your assessment?
- How will you communicate hard passages?
- How can you help them with their problem? (Practical solutions)
- Who can you connect them to that might meet some of their needs?
- What are some homework assignments that might help?
- What will you be listening for?
- What will you be looking for as far as repentance?
- What will you recommend for next steps?