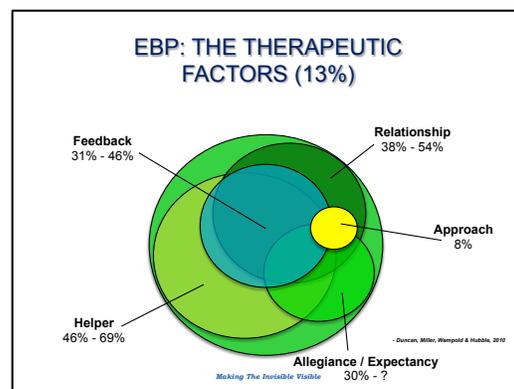
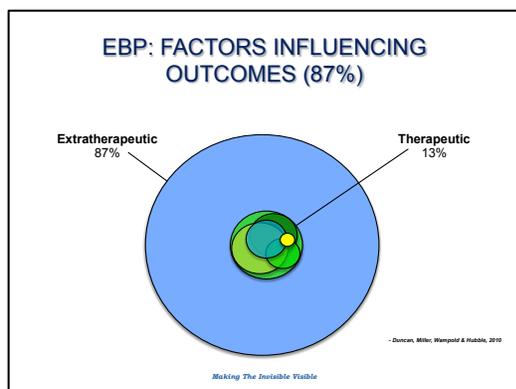


OUTCOME RESEARCH FINDINGS SUMMARY

Overview & Summary:

- The approach or model (specific factors) we choose to use to help someone, at best only plays a minimal role when we have a positive outcome.
- All approaches or models (there are more than 650 of them today) seem to work equally well, some of the times, for some people.
- This is true for all kinds of problems or issues and also true for all populations: There are no known exceptions at this point.
- Because the person is actually the driving force, and mostly responsible for any of the changes you see, the person's perspective and involvement in the planning and delivery of how, as well as, what we do to help them, is absolutely critical.



Best Predictors of Positive Outcomes:

1. The person perceiving and **rating** the quality of the relationship "positively" is the most consistent and powerful predictor of change.
2. The person being engaged in, and "enthusiastically embracing" what you are partnering / working on to help them, is a powerful predictor of change.

Creating Conditions Where Change Is More Likely To Happen:

- Ensuring that the person is enthusiastically embracing what you are doing is one of the most powerful predictor of a positive outcome.
- The person having a positive experience of the helping relationship is by far the single most powerful predictor of a positive outcome.

Powerful Implications For Our Work:

- Listening empathically; creating meaningful partnerships; and honoring the feedback the person is offering you, are three of the most important habits you can develop to help someone have a positive experience of the helping relationship.
- The person's subjective experience of the relationship and of progress or change early on in the process are key.
- Developing a simple, inexpensive, reliable and systematic way to get feedback from the person; to check in on what you are doing in the name of helping, will transform your abilities and effectiveness as a helper.

CDOI¹ Feedback Scales Implications For Our Work:

(SRS) Relational Support – Process: How you are experiencing what I do

- *How I need to change, shift and adjust **how** I do what I do in order for the person to experience me as truly helpful*

(ORS) Progress & Outcome: If what we do is working and helping

- *How I need to change, shift and adjust **what** I do in order to support the person in creating the change*

¹ Client Directed Outcome Informed Feedback Scales