## **Contents**

Acknowledgments	xi
GLOSSARY	xiii
Introduction	xvi
Book Content	xvi
Terminology	xvii
Sequences of Questions	xviii
SECTION I:	
The S Questions Model—Theory	1
Chapter 1: Introduction and Purpose of the	
S Questions Model	3
The S Questions Model	3
The Purpose of Mediation Questions	5
Premise on Which the S Questions Model Has Been Developed	6
The S Questions Model	7
Perspective and Paradigm	8
Chapter 2: How We Process and Communicate Information	
and Thought-Flow-Tracking	11
How Information Is Processed	11
Factors That Contribute to the Information That We Process	12
The NLP Model of Communication	15
Our Created Paradigm Becomes Our Reference Point for	
Interpreting Information	17
How We Communicate Information to Others	18
Distortion, Deletion, and Generalization When	
Communicating to Others	18
The Language Structures We Use When We Communicate with Others	
Using Mediation Questions to Create a Paradigm Shift	21
Thought-Flow-Tracking	22
Chapter 3: Working with the Brain in Mediation	33
The Brain	33
Working with the Avoid-threat Reflex in Mediation	42
SECTION 2:	
Practical Application of the S Questions Model	47
Chapter 4: Methodology to Minimize an Avoid-Threat	
Reflex When Asking Questions	49
Methodology	49

Chapter 5: The S Questions Model Applied to a	
Mediation Process	71
Reflective Preparation for Questions	71
The S Questions Model	74
S Questions Model Applied to Initial Separate Meeting	75
S Questions Model Applied to Joint Meeting	76
Hazard Warnings for use of the S Questions Model	77
SECTION 3:	
Practical Application of S1, S2, and S3 Questions	79
Chapter 6: S1: The Subject Matter Dimension of Questions	81
Chapter 7: S2: The Structure Dimension of Questions	85
Chapter 8: S <sub>3</sub> : The Seeking Information Dimension	
of Questions	89
Additional Techniques to Use with S3: Seeking Information	
Questions	93
SECTION 4:	
Practical Application of S4 Questions	101
Chapter 9: Introduction: The Eight Types of S4:	
Shift Thinking Dimension of Questions	103
S4: The Shift Thinking Dimension of Questions	103
Chapter 10: S4: Journey of Inference Questions	109
S4: The Shift Thinking Dimension of Questions—	
Journey of Inference Questions	109
How Do Journey of Inference Questions Work?	115
When to Ask Journey of Inference Questions	116
Methodology	117
Chapter 11: S4: Neurolinguistic Programming Questions	131
S4: The Shift Thinking Dimension of Questions—	
Neurolinguistic Programming Questions	131
How Do Neurolinguistic Programming Questions Work?	134
When to Ask Neurolinguistic Programming Questions	135
Methodology	136
Chapter 12: S4: Distinction and Difference Questions	143
S4: The Shift Thinking Dimension of Questions—	
Distinction and Difference Questions	143
How Do Distinction and Difference Questions Work?	145
When to Ask Distinction and Difference Questions	146
Methodology	147

Chapter 13: S4: Reflective Connecting Questions	155
S4: The Shift Thinking Dimension of Questions—	
Reflective Connecting Questions	155
How Do Reflective Connecting Questions Work?	157
When to Ask Reflective Connecting Questions	158
Methodology	158
Chapter 14: S4: Cognitive Elements Questions	163
S4: The Shift Thinking Dimension of Questions—	
Cognitive Elements Questions	163
How Do Cognitive Element Questions Work	175
When to Ask Cognitive Elements Questions	176
Methodology	176
Chapter 15: S4: Other People Questions	185
S4: The Shift Thinking Dimension of Questions—	
Other People Questions	185
How Do Other People Questions Work?	187
When to Ask Other People Questions	187
Methodology	188
Chapter 16: S4: Underlying Interests Questions	199
S4: The Shift Thinking Dimension of Questions—	
Underlying Interests Questions	199
How Do Underlying Interests Questions Work?	203
When to Ask Underlying Interests Questions	203
Methodology	233
Chapter 17: S4: Future Focus Questions	245
S4: The Shift Thinking Dimension of Questions—	
Future Focus Questions	245
How Do Future Focus Questions Work?	247
When to Ask Future Focus Questions	248
Methodology	249
Endnotes	258
Index	261
About the Authors	268
A Note about the Publisher	269
Training	270