Brief Summary
of
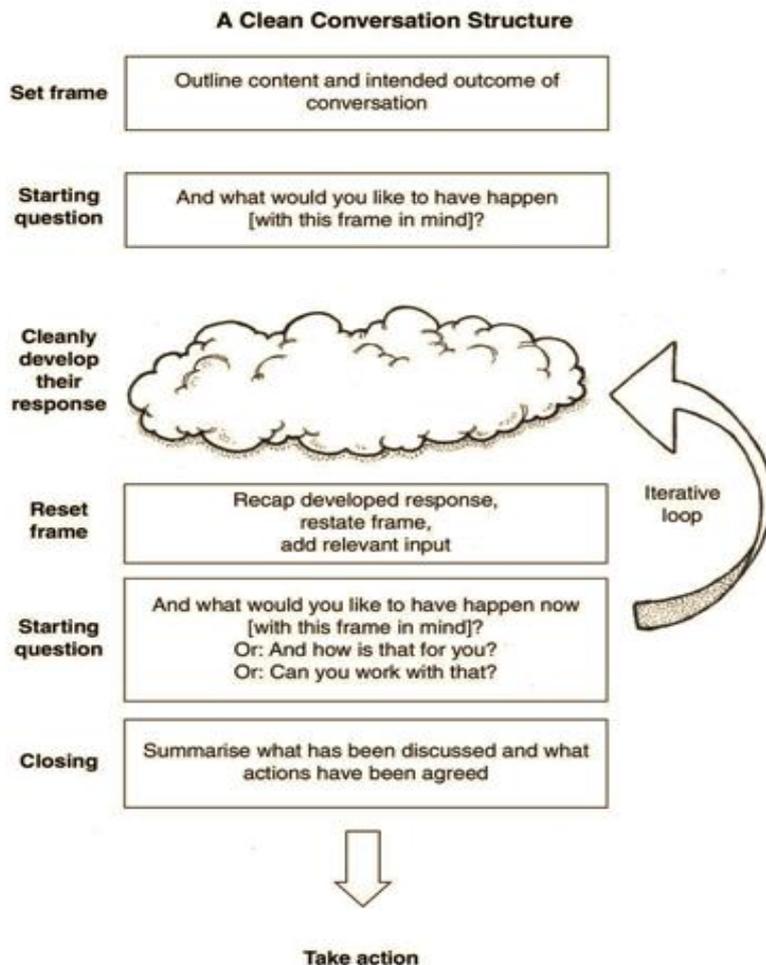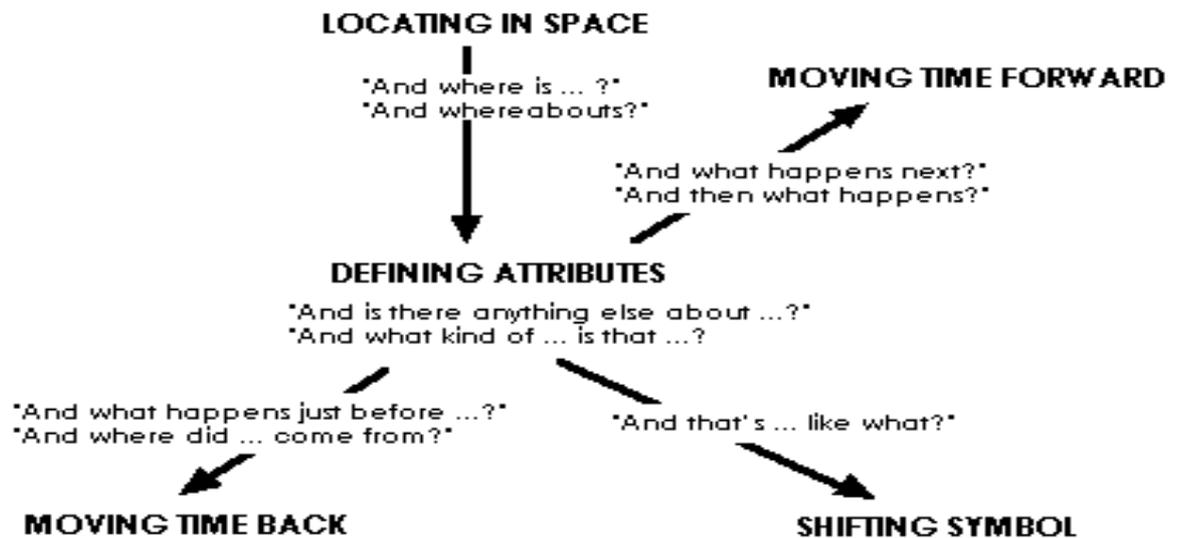# Clean Language
Revealing Metaphors and Opening Minds
Wendy Sullivan and Judy Rees

1. Clean Language questions were developed by counseling psychologist *David Grove,* who instead of giving advice, went by his client's choice of words rather than paraphrasing and devised questions which contained as few assumptions and metaphors as possible.
2. Clean Language is a new way of thinking about the way people think, with profound implications and powerful effects.
3. As a general principle, Clean Language questions is about the positive stuff in the speaker's landscape – the resources they have, and the outcomes they desire.

A Clean Conversation Structure

Set frame	Outline content and intended outcome of conversation
Starting question	And what would you like to have happen [with this frame in mind]?

Cleanly develop their response

Reset frame	Recap developed response, restate frame, add relevant input
Starting question	And what would you like to have happen now [with this frame in mind]? Or: And how is that for you? Or: Can you work with that?
Closing	Summarise what has been discussed and what actions have been agreed

Iterative loop

Take action

4. The practice of listening and observing with full attention on other person's words (and non-verbal signals) without offering advice and opinions is known as '*behaving cleanly*' – this is central to Clean Language.

5. Metaphors are fundamental to how we make sense of the world, and how we organize our thoughts.

6. Clean language questions help other people to explore their thinking and the metaphors that underpin it.

7. Using Clean Language
   a. Help people to make changes they would like in their lives
   b. Provide with valuable information about the way they think and how they do things
   c. Improve communication, understanding and rapport
   d. Enables you to talk another person's language so that they feel acknowledged and heard

8. At the simplest level, Clean Language is a set of 12 questions from which assumptions and metaphors have been "cleansed" as far as possible.

9. A Clean Language questioner
   a. Listens attentively
   b. Remembers that your assumptions, opinions and advice are your own
   c. Ask Clean Language questions to explore a person's words, particularly the metaphors
   d. Listen to the answers and then ask more Clean Language questions about what they have said

10. Using a person's own words in your question shows that you have been really listening - "Don't paraphrase, parrot-phrase".

11. Most commonly used Clean Language questions
    a. *(And) What kind of X (is that X)*
    b. *(And) Is there anything else about X*
    c. *(And) where is X or (And) whereabouts is X*

12. The 'X' in the question refers to a word or phrase the speaker has used. The question "What kind of X" invites them to 'zoom in' on the specific details while "Anything thing else about X" can help them 'zoom out' to the wider context or to focus on other details about X. With the third question, one gets a "name and address" using Clean Language'

13. Curiosity with respect is a vital factor in getting those great answers from people – more specific, more truthful, more comprehensive and more interesting.

Clean Language Questions

9 BASIC CLEAN LANGUAGE QUESTIONS

LOCATING IN SPACE

"And where is ... ?"
"And whereabouts?"

MOVING TIME FORWARD

"And what happens next?"
"And then what happens?"

DEFINING ATTRIBUTES

"And is there anything else about ...?"
"And what kind of ... is that ...?"

"And what happens just before ...?"
"And where did ... come from?"

"And that's ... like what?"

MOVING TIME BACK

SHIFTING SYMBOL

14. The basic Clean Language questions are
    a. **Developing questions**
       - most frequently used and include the Name and Address questions.
       - Developing questions encourage a person to be more specific, to become clean about what's true for them.
       - The Name and Address questions help a person to get specific about what they are thinking and talking about and are useful when exploring emotions.
       i. *(And) what kind of X is that X*
       ii. *(And) is there anything else about X*
       iii. *(And) where is X? or (And) whereabouts is X?*
       iv. *(And) that X is like what?*
       v. *(And) is there a relationship between X and Y*
       vi. *(And) when X, what happens to Y*
    b. **Sequence and Source questions**
       - used to clarify the order in which things happen or where a symbol came from.
       - The Sequence questions can help a person to tease out the details of the sequence of events – before, during and after.
       - This helps the speaker to fill in information that they have not realized was missing.
       i. *(And) then what happens? (And) what happens next?*
       ii. *(And) what happens just before X?*
       iii. *(And) where could X come from?*

c. **Intention questions**
- tend to be the most useful when Clean is being used to help a person change in some way.
- These are great questions in any sort of coaching context where the person involved has a desire for something to be different – they want something to change.
    i. (*And) what would X like to have happen?*
    ii. (*And) what needs to happen for X?*
    iii. (*And) can X (happen*)

On Amazon : http://www.amazon.in/Clean-Language-Revealing-Metaphors-Opening/dp/1845901258/