

QUESTIONS for Understanding & Processing

PURPOSE: To support the Participant through the understanding, reflection, and emotional processing of Benefit Cliff Mapping

PRIOR TO BENEFIT CLIFF MAPPING, CREATE A STATEMENT OF PURPOSE

"Today we're looking at information, not making decisions."

"You do not need to decide anything today."

"If something doesn't make sense, that's completely okay. This topic is complicated."

"We'll pause often and check for understanding."

"You're the expert on your life. My role is to help make the information easier to see."

COACHING REMINDERS

AVOID

"Do You Understand?"

"Does that make sense?"

"You should..."

"Why didn't you..."

"The Best Choice is..."

USE INSTEAD

"What are you noticing?"

"What stands out to you?"

"What questions are coming up?"

"How would you explain this?"

"What patterns do you see?"

COACHING OBSERVATION CUES

SIGNS TO SLOW DOWN

- Participant becomes QUIET or WITHDRAWN
- Participant repeatedly says "I don't know."
- Participant appears overwhelmed by the numbers or process.
- Participant becomes focused on one detail and unable to move forward.
- Participant expresses fear about losing benefits.
- Participant begins making immediate decisions without fully processing.

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7 CHECK POINTS

CHECKPOINT 1 (After Explaining Benefit Cliffs)

Understanding Questions

- What are you hearing so far?
- What stands out to you about the idea of a Benefit Cliff?
- What parts feel clear?
- What parts feel less clear?
- If you were explaining Benefit Cliffs to someone you care about, how would you describe it?
- What questions do you have before we continue?

Processing Questions

- What thoughts are coming up for you?
- How familiar does this feel?
- Have you experienced anything like this before?

CHECKPOINT 2 (After Completing Data Entry Forms)

Understanding Questions

- Looking at all of this information together, what do you notice?
- Is there anything here that surprised you?
- Does this information feel accurate to your current situation?
- Is there anything you would like to double-check before we continue?

Reflection Questions

- What was it like gathering all of this information?
- Were there any sections that felt difficult to complete?
- What feels most important for us to pay attention to today?

CHECKPOINT 3 (After Running the CLIFF or other Tool Snapshot)

Understanding Questions

- What are you noticing in these results?
- What catches your attention first?
- What questions do you have when you look at this?
- Is there anything that feels unexpected?

Reflection Questions

- What feels familiar about these results?
- What feels different than what you expected?
- What information would be helpful before we continue?

CHECKPOINT 4 (While Completing Visual Map)

Understanding Questions

- As we add these numbers to the map, what are you noticing?
- What patterns do you see?
- Where do things seem to stay steady?
- Where do things seem to change?

Reflection Questions

- What feels most important about what we're seeing?
- What questions come to mind as we fill in the map?
- Is there anything you would like to pause and talk about?

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7 CHECKPOINTS

CHECKPOINT 5 (When a Cliff Appears)

Grounding Statement

- “Let’s Pause here for a moment.”
- “There’s No Need to solve anything right now.”
- “We’re simply noticing what the information is showing us.”

Understanding Questions

- What do you notice happening here?
- What do you think this change represents?
- What questions do you have about what we’re seeing?

Emotional Processing Questions

- What feelings are coming up for you right now?
- What concerns come to mind?
- What feels most important about this information?
- What feels manageable?
- What feels uncertain?

CHECKPOINT 6 (Discussing Possible Scenarios)

Exploration Questions

- What possibilities do you see?
- What options feel worth learning more about?
- What additional information would help you?
- What would you like to explore further?

Future-Oriented Questions

- What would help you feel more prepared?
- What support might be helpful during a transition?
- What would make a future change feel more manageable?

CHECKPOINT 7 (After Running the CLIFF or other Tool Snapshot)

Reflection Questions

- What are your biggest takeaways from today?
- What information feels most useful?
- What questions do you still have?
- What would you like to learn more about?

Empowerment Questions

- What feels clearer than it did before?
- What do you feel better informed about?
- What would you like your next step to be?
- How can I best support you moving forward?

THE MOST IMPORTANT QUESTION

"What are you noticing?"

This Avoids Judgment & Assumptions, Invites Reflection, Supports Autonomy, and Keeps the conversation centered.