

Solution-focused quick guide and checklist for professionals using TäsmäZekki

1. Completing TäsmäZekki survey

Ask the customer to complete TäsmäZekki survey online. If the customer completes the survey in advance, ask them to send you a summary of the results in PDF format.

2. View the results

Pay attention to the numerical values and colors

- Green = things are working well
- Yellow = room for improvement
- Red = clear need for support

3. Review the results together

Use the feedback texts and proceed with discussion.

- **Green areas**
 - o What is working well?
 - o What are the client's strengths?
- **Yellow areas**
 - o What is already good about these?
 - o What small changes could improve the situation?
- **Red areas**
 - o What is the current situation and what would be the desired situation?
 - o What small actions could be taken immediately?
 - o What kind of support does the customer need and from whom?

4. Solution-focused approach

- The client is the expert on their own life.
- Focus on goals, resources, and solutions. Not on problems.
- Ask questions, listen, and encourage.
- Reinforce even small steps of progress.
- Focus on things that the client can influence themselves.

5. Act according to the results

Most red – increased need for support

- Listen and identify the challenges.
- Find out the customer's goal.
- Agree on small, concrete steps.
- Discuss the necessary support and services together.

Most yellow – need for early support

- Identify both challenges and strengths.
- Clarify the direction and goal.
- Encourage trying small changes.
- Remind them that failures are part of change and that they can learn from them.

Most green – maintain and strengthen

- Strengthen things that work.
- Use them as resources.
- Set new or maintainable goals.
- Remind them that support is available if needed.

Checklist for professionals using TäsmäZekki

Before the meeting

- The customer has completed TäsmäZekki in advance or we will complete it together.
- A summary of the results is available (PDF).
- I have reviewed the results and feedback.

At the beginning of the meeting

- I explain that TäsmäZekki helps to understand the situation and resources.
- I make sure that the client feels safe to discuss.

Reviewing the results

- We review the results together at the customer's pace.

Green areas

- We recognize what works and our strengths.
- We consider how they support everyday life, even in difficult times.

Yellow areas

- We recognize what is already good.
- We consider small possible changes.

Red areas

- We assess the current situation.
- We define the desired situation.
- We agree on small, concrete steps.
- We map out the necessary support (services, loved ones).

Solution-focused approach

- I ask more questions than I give answers.
- I listen and reinforce the client's own insights.
- We focus on things that the client can influence themselves.
- I give positive feedback even for small steps forward.

At the end of the meeting

- The goal has been clearly stated.
- The first small step has been agreed upon.
- Agree on how and when you will review progress toward the goal.
- The customer knows where to get support in the future.