

Opening Doors for **Everyone**



*Providing Outstanding Customer
Service at One-Stop Career Centers*

Toolkit – Tools, Templates & Worksheets: Questions for Uncovering Strengths

For additional resources visit: <https://doors.workforce3one.org>

This toolkit was developed by Social Policy Research Associates in collaboration with ETA's Older Workers Program, Disabilities Program, Indian and Native American Program, and Migrant and Seasonal Farmworker Program. U.S. Department of Labor Task Order DOLU101A21498.



QUESTIONS FOR UNCOVERING STRENGTHS

When there is an opportunity to spend extended time with a customer, you can use the following questions to help uncover the customer's internal and external strengths. Frame your questions around the customer's current status, his or her desires and aspirations, and the resources he or she has used in the past. Use the **Initial Assessment Table** to organize the strengths you uncover.

1. What brings you here today? What do you want to accomplish while here?
2. What are your financial needs right now? How have you made ends meet in the past?
3. Who are people you can rely on? Who has made you feel understood, supported, or encouraged?
4. What do you want to accomplish in your life? What do you think is necessary to accomplish these things? How have you accomplished your goals in the past?
5. What activities are you involved in outside of work? What do you do for pleasure?