

Coaching Questions

Too often, coaching sessions involve a manager solving an employee's problems for him or the manager giving the employee a plan of action for moving forward. A more effective coaching approach is for the manager to get the employee to solve his own problems through the use of questions.



Powerful questions are a coach's greatest tool. Nothing can improve your coaching ability more than building great asking skills. Use some of the questions below in your coaching sessions to help your employees think through their own situations and identify their own solutions.

The questions below follow a cyclical process that moves conversations through four steps: reflect, envision, explore and act. Although the amount of time devoted to each step will vary, be sure to spend at least a few minutes in each section to ensure you and the employee have a complete picture of the situation.

<p>REFLECT:</p> <ul style="list-style-type: none"> • What is your current understanding of ...? • What bothers you most about your present situation? • What is it about this issue that is problematic? • How would you describe where you are now in resolving this issue? • What are your current assumptions about ...? • What have you learned so far? 	<p>ENVISION:</p> <ul style="list-style-type: none"> • If you were the best in the world at this, how would you define success? • What is the best result you can hope for? • What could you accomplish if you had no limitations or restrictions? • What organizational goals and business needs align with this outcome? • Where are you currently as compared to where you want to be?
<p>EXPLORE:</p> <ul style="list-style-type: none"> • What have others done in similar circumstances that has worked or not worked? Why? • What other options can you think of? • How could you get additional information, support or resources? • If you did nothing, what would change regardless? What would be worse? • What else might be possible if you changed a few things under your control? • What is most important to you or non-negotiable? 	<p>ACT:</p> <ul style="list-style-type: none"> • How would you describe the specific goal in terms of time and measurable results (SMART)? • What are some steps you could take? What should you do first? • If you take this step, what would you do next? • Can you commit to this course of action? Are you comfortable with it? • Do you see the implications of ...? Are you aware that ...?