

Useful Coaching Questions

Questions to create a state change

- ◆ What's the most **resourceful state** for you to be in right now, as you solve this problem?
- ◆ Think of a time when you were **completely** [confident, calm, creative, flexible] and see what you were seeing, hear what you were hearing and feel what you were feeling . . . now allow that feeling to **grow** and **intensify** in your body as you **focus** on the current situation.

Questions to help you move to a desired state

- ◆ **Has there ever** been a time when . . . what was it like?
- ◆ **What is stopping you** from achieving your goal?
- ◆ **What will absolutely motivate you** to . . . and how will you feel once you have?
- ◆ **What needs to happen for** . . . ?
- ◆ **What will your life be like** when you are able to...?
- ◆ **Who already does this** really well? [model them]
- ◆ **How did [person X/company X]** crack this problem when they had it?

Questions to challenge a perceived situation

- ◆ **Does the problem** really lie in the task, or the way you feel about the task?
- ◆ **What 'rules' are you using** that could be challenged?
- ◆ **How would you deal with it** if you were a man? [or a woman, or a child, or a customer, or a MD?]
- ◆ **What would [insert name of role model]** do in this situation?
- ◆ **What would you do if** your bonus/life/job depended on the satisfactory resolution of this problem?
- ◆ **What would the best manager** in your company do?
- ◆ **What would you try now** if you knew you couldn't fail?
- ◆ **What would you do now** if you were already the person you know you have the potential of becoming? I know you don't know, but **if you did know?**

Questions to ask when something goes wrong

- ◆ **What's funny** about that?
- ◆ **What would I do now** if I was already the person I know I have the potential of becoming?
- ◆ **What would [role model] do** in my place?
- ◆ **How can I use this** the next time I have a similar situation?
- ◆ **How can I turn this problem around** immediately and enjoy the process?

Questions to improve business processes

- ◆ **How can we** shorten or eliminate any delays in this process?
- ◆ **What steps in the process** slow or restrict the flow of work, information or people? How can we tackle these?
- ◆ **How can we change** the sequence of steps to make the whole process more effective or efficient?
- ◆ **How can we improve** the skills of the people doing the process?
- ◆ **What could we do to improve** the environment, or the tools?
- ◆ **How can we reduce** the amount of times things are handled, copied or transported in the process?
- ◆ **How can we add even more value** to the customer to each step in the process?
- ◆ **What is a better way?** [Work on the presupposition that there is always a better way]
- ◆ **Do we need to do this at all?** What would happen if we didn't?

Questions to clarify outcomes

- ◆ **What would you rather have?** What would you like instead?
- ◆ **If you could have this right now**, on a plate, would you take it?
- ◆ **What is your first step?** Next step? Final step?
- ◆ **What resources do you need** to support you?
- ◆ **What will you lose by doing this?** What would you want to take with you from the current situation?
- ◆ **What might it be useful** to believe?
- ◆ On a scale of 1-10, **how compelled are you** to do this?

*Useful Coaching Questions by
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Other titles in this series:

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