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COACHING CONVERSATIONS

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COACHING CONVERSATIONS

FROM	TO
Evaluate what's wrong and fix it	Understand what went wrong from all perspectives. Explore options to build ownership and drive accountability.
Listen for progress against plan	Listen to understand the other's world
Give feedback and move on	Use feedback as opportunity to clarify expectations and role and "uncover" other challenges and opportunities.
Plan to prevent disruptive surprises	Plan to build relationships and open possibilities.

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BUILDING BLOCKS OF COACHING

Active Listening Skills

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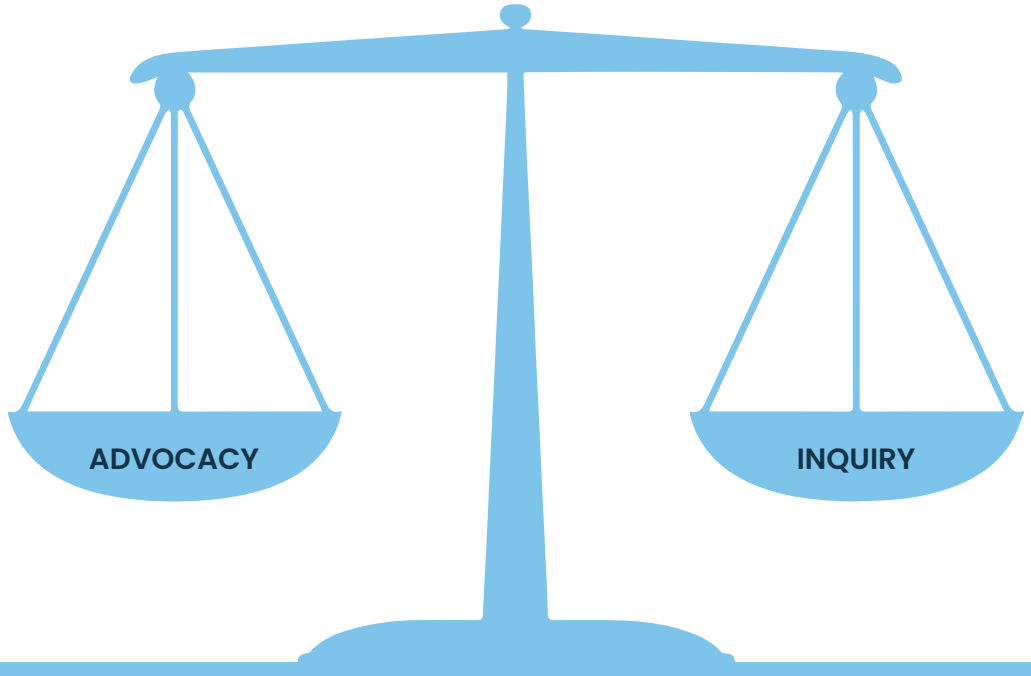
COACHING CONVERSATIONS

Be Prepared to Change Your Point of View



Assert your point of view
Sharing
Persuasion

Invite others to share their point of view
Exploring
Listening, asking questions

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BLOCKS TO LISTENING

Circle your biggest listening block

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SOLICITING BUY-IN EXAMPLE

INSTEAD OF	TRY THIS
You should do x (in response to a request for advice)	What do you feel you're struggling with, and what have you done in the past? What's worked in a similar situation?
We'll be implementing the following changes to the xyz process immediately	I'm thinking of proposing changes to the xyz process. What are your thoughts on the pros and cons of doing this?

What other tip(s) would you add?

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COLLABORATIVE COACHING QUESTIONS

OPENING QUESTIONS

- What could we best focus on for our meeting?
- What would you like to accomplish?
- How can we best use our time together?
- What would you like to take away from our conversation?

ADDITIONAL QUESTIONS

add any additional questions you feel would apply

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COLLABORATIVE COACHING QUESTIONS

GENERAL QUESTIONS

- Tell me what's going on right now
- What's your current progress against the goal(s) we set?
- How far have you advanced since our last meeting?
- What are you most proud of/feel best about? Why?
- Where are you on/off track? Why?
- What challenges are you currently facing? Why?
- What went better than expected? Why?
- What's worked well that you want to keep doing?
- What's not working quite so well for you right now?
- Why do you think this is happening?
- What was most disappointing? Why?
- What's been your biggest learning?
- What have you learned in this phase that's caused you to rethink/do something different in the next phase?
- What changes are needed to move forward?
- What haven't you considered that might have an impact?
- Are there other voices/others that you should consider bringing in?
- What do you plan to do differently going forward?
- What haven't I asked that I should have asked?

COLLABORATIVE COACHING QUESTIONS

ADDITIONAL GENERAL QUESTIONS

add any additional questions you feel would apply

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COLLABORATIVE COACHING QUESTIONS

EXPLORING ROAD BLOCK AND PROBLEM SOLVING

- What are the biggest roadblocks you're experiencing? How have you tried to overcome them?
- What setbacks did you experience and how did you overcome them?
- Have you been in this kind of situation before? How did you resolve it?
- Are there solutions that have worked for similar problems?
- Can you tell me about steps that you've already taken?
- Tell me about an impactful first step you can take to change the situation?
- If this wasn't an issue anymore, what would have happened?
- If you could wave a magic wand and this issue/challenge were resolved, what would have occurred?
- What's the real challenge for you in this situation?
- What's your timeline for resolving this issue?
- What are 3 steps that you can take right now to work toward resolving this issue?
- What would it mean to you if you could resolve this?
- How would this impact the project/ you/the team if this does not get resolved?
- What are you willing to commit to doing? To trying? By when?

COLLABORATIVE COACHING QUESTIONS

ADDITIONAL ROADBLOCK AND PROBLEM SOLVING QUESTIONS

add any additional questions you feel would apply

IDENTIFY YOUR FAVORITE 5 QUESTIONS

1.

2.

3.

4.

5.

TIPS FOR QUESTIONING

- Listen to learn vs. to manipulate
- Be clear on the outcome you want
- Focus on adding content and richness to the conversation
- Your tone and how you ask your question are as important as the question
- Favor follow-up questions
- Use open vs. closed ended questions
- Think twice before a “why” vs a “what” question
- Seek to uncover what IS working and why
- Use your EQ

TAKEAWAYS AND PRACTICE

PRACTICE

KEY TAKEAWAYS

UPCOMING CONVERSATION

What's an upcoming coaching conversation? How would you approach it?