Questions for Coaching in 3 Steps

Step 1: Setting the Foundation
Step 2: Creating Awareness
Step 3: Action Plans and Accountability

Tips:
• Focus on “what” and “how” questions
• Use “you”, not “we” or “I”
• Work towards specifics

Setting the Foundation:

Start by finding agreement around the purpose of the conversation and what the team member hopes to achieve. Work to establish trust and set the tone.
• What would you like to focus on today?
• What would you like to get from our discussion?
• What do you hope to accomplish from our conversation?
• What are the most important goals you need to focus on?
• What is your desired outcome from our conversation?
• What do you see as your “best self” five years from now?
• What contributions to your team would you like to focus on today?
• What do you need to achieve this year?
• How can you make your goal more specific?
• How will you know if you’ve achieved the goal?
• What does success look like?
• What will be different as a result of the time we spend time together?
• Based on feedback you have received, what would you like to focus on today?
• How will achieving your goal support departmental goals?
Creating Awareness

Raise awareness by helping the team member identify barriers, resources, and possible solutions for achieving their goals. Begin to move the individual towards making a commitment.

- What have you tried so far?
- What else? Can you tell me more?
- What has worked for you previously?
- What are barriers to your success?
- What can you try differently?
- If you could do anything without fear of failure, what would you do?
- What steps can you take immediately?
- What resources are available to you?
- How will achieving this goal benefit you?
- What are the potential costs of not doing these things?
- What is the single most important thing to do now to advance towards your goal?
- If you went to a trusted team member, what would they recommend you do?
- How will you know if you are successful?
- On a scale of 1 to 10 (with 10 being the highest), how likely are you to take the steps we have discussed? How might you alter the plan to move it closer to 10?
- Based on feedback you have received, what are your specific areas of strength? Growth?
- How can you use your strengths to achieve your goal?
- What do you need to stop doing to achieve your goal?
- What can you start immediately to work towards your goal?

Action Plans and Accountability

Come to an agreement for how the team member will proceed. Summarize, specify, and confirm next steps. Determine what the team member can commit to and set a plan to follow up with them about progress.

- What are you specifically going to focus on before our next session?
- What actions are you going to take first?
- How will you know if you are making progress on achieving your goal?
- What steps will you take this week to move towards achieving your goal?
- What potential barriers may prevent you from moving forward? How will you overcome these?
- What support do you need to complete your plan?