TOOL: Asking Good Questions

When coaching or problem solving, ask thoughtful questions to engage the other person and help them increase their capacity for solving problems on their own. Thoughtful questions motivate the coachee to think, analyze, speculate and express feelings. If you plan the questions ahead of time, you are more likely to ask questions that will get the results you are looking for.

POCKET COACHING

1. Ask one question at a time and listen for the answer. (Count to 10 before you rephrase)

2. When you want the "person to think," ask open-ended questions. Avoid yes or no questions.

3. Use an inviting, non-judgmental tone of voice and body language.

4. Sometimes the best questions are *"Say more about that," "Give me an example," "Tell me about a time when…," "Give me a for instance…."*

1. **What issue do you want to address?**

2. **What kind of support would you like from me?**

3. **What do you feel are the barriers to our getting along?**

4. **What are the root causes or key parts to this problem?**

5. **What are your perceptions of how this change will work?**

6. **What are some potential solutions to this problem?**

7. **What strategies or solutions would you like to implement?**

8. **What are the potential benefits of the new way?**

9. **What would it take for us to be successful?**

10. **How will we know if we're successful?**

11. **How do you see us improving the wait times for our member/patients?**

12. **What would make our unit more productive and a better place to work?**

13. **What are the impacts of this action and how will we evaluate them?**

14. **Have you engaged your co-lead partners on this issue?**

15. **What do you like best about working in this department?**

16. **What other questions will you ask your co-leads?**