

Powerful Questions

Insert text here. Insert text here. Insert text here.
Insert text here. Insert text here. Insert text here.

Types of Questions

The three fundamental types of questions are:

1. Open Questions

- Open up the discussion
- Find out what is important to your coachee
- Allow for creativity in developing a solution
- Often begin with the words What?, When?, Where?, How?

Example:

2. Probing Questions

- Focus on gathering information on a particular topic
- Show a willingness to go deeper into the analysis of the issue(s) or behaviour(s)

Example:

3. Closed Questions

- Are specific and are usually answered with a 'yes' or 'no'
- Control the dialogue and bring it back from tangents
- Can be used to focus on getting buy-in or action.
- May begin with the phrase: Do you...? Can you...? Will you...?

Example:

Powerful Questions

Insert text here. Insert text here. Insert text here.
Insert text here. Insert text here. Insert text here.

How to Stimulate Authentic Dialogue

- **Make Supportive Statements**

Show agreement with or support for the ideas and efforts of others.

I agree with you that...

Yes. You're right.

I appreciate your desire to...

I like the effort you are making to...

- **Use Prompting Statements**

Encourage people to keep talking, explain things in detail, or reveal their deeper feelings.

Tell me more about it.

I'd like to hear more about that.

Uh huh. I see. Very interesting.

Would you elaborate on that?

- **Ask Open Probing Questions**

Ask What? and How? questions (instead of closed questions) to induce deep reflection.

What difficulties have you experienced?

How did you feel about that?

- **Use Reflective Statements**

From time to time, summarize what you heard them say or how you sense they feel. Do this to ensure you heard correctly and to encourage the person to say more.

You say that you feel that...

It sounds like you feel that...

In essence, you mean that...

It appears that you feel very upset.

So you think that...

What I am hearing you say is that...

Am I correct in understanding that...

I am sensing you are frustrated by that.

- **Use Silence Breakers When Appropriate**

Speak words of understanding and support to break through silences caused by embarrassment or fear.

I know it's hard to talk about this.

Take your time. There's no rush.

I'd like to help you.

If you want to talk about this later, I'd like to listen.

I sense you find it hard to discuss this.