

# Powerful Questions

The purpose of all questions is to help **the client, not the coach,** understand an issue more clearly.

**Please don't bombard them with questions. Rather, provide them time to think and respond.**

## FUNDAMENTALS

1. Ask helpful and challenging questions
2. Listen "actively"
3. Allowing time and space for silences
4. Do not judge
5. Do not give advice
6. Do not tell anecdotes (unless they are helpful)
7. Do not offer solutions.
8. Find a way to share ideas and insights – but only when appropriate

## Helpful Behaviors

1. Listen and attend
2. Learn not to interrupt
3. Convey empathy
4. Support
5. Challenge
6. Learn to ask good questions
7. Ask yourself "Is what I'm about to say helpful to the person?"
8. Provide only insights, observations, feedback
9. Do not offer advice, instead brainstorm choices or introduce new frameworks that can expand their choices. Ask who else might know of have an idea.

## Asking questions that cause people to think, reflect and say more are useful.

- **Clarifying:** Are you saying that...?
- **Attempting to understand:** Could you explain so-and-so a bit more?
- **Mirroring:** So what you're saying is....?
- **Opening up new avenues:** Have you explored/though of...?
- **Digging deeper:** What else was happening?
- **Unpeeling layers:** And then what happened?

### The secret is to get people talking....

- Tell me more
- I don't understand

### The best questions are:

- **Those that begin with** "how," "what," "where," and "when," rather than "why."
- **Precision questions:**
  - What exactly, how exactly
  - Bigger than...? Or More than....?
  - Everyone? Always?
- **Powerful questions**, for example when a presenter says "I can't"
  - What's stopping you?
  - What would happen if?
- **Reflective questions** that mirror back what the presenter seems to be saying
  - So you're saying...
  - You seem....
- **And Sometimes....Idea questions (without spelling out the details)**
  - Would so-and-so be of any use?
  - Have you thought of...?

## OTHER HELPFUL QUESTIONS

<ul style="list-style-type: none"> <li>- What is your position</li> <li>- What's your issue/question?</li> <li>- Would drawing it help you "see it" more clearly?</li> <li>- What problem does that cause?</li> <li>- In what way is that a problem?</li> <li>- What isn't happening now?</li> <li>- What would you want to be different?</li> <li>- How would you like X to respond?</li> <li>- How do you think that Y needs to be changed/altered?</li> <li>- What would you like to do – ideally?</li> <li>- How do you feel about that?</li> <li>- Can you tell me more about that?</li> <li>- Who have you consulted/talked to?</li> <li>- Who else might you talk to?</li> <li>- How does the other person see the issue?</li> <li>- Have you thought of...?</li> <li>- What's stopping you?</li> <li>- What would happen if you did X/did the opposite/did nothing?</li> </ul>	<ul style="list-style-type: none"> <li>- How will you go about it?</li> <li>- In what way will that help?</li> <li>- Who else can you involve / or get to back you?</li> <li>- What else would you find helpful?</li> <li>- What response would you like from me?</li> <li>- How can I help you?</li> <li>- Can you tell me a bit more about that?</li> <li>- I don't follow what you are saying?</li> <li>- I don't understand that?</li> <li>- Are we getting away from the question?</li> <li>- Do you want to tell me more?</li> <li>- What's at the back of your mind?</li> <li>- You sound....</li> <li>- Is this helpful?</li> <li>- How do you feel?</li> <li>- Have I helped you?</li> <li>- Are you being honest with yourself?</li> </ul>
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