



Coaching Skill 2

ASK RATHER THAN TELL

The nature of coaching questions

Coaching questions are not made for the Coach to gain information

They are designed to help the Coachee improve the quality of their thinking

They are always asked with kindness and respect, with a friendly tone

Open-ended questions

Usually start with What, How, sometimes Why

They invite reflection and exploration rather than a Yes/No response

They are short and simple



How to ask rather than tell

COACHING QUESTIONS ARE FOR THE PERSON YOU ARE COACHING, TO HELP THEM THINK MORE CLEARLY



Trust that the Coachee has the solution within

Ask with the intention to help them see it

Ask open-ended questions

Ask real questions

Ask short questions

Ask one question at a time

Tell

I'm wondering
about this thing I
want to do....

You should try...
You ought to...
Why don't you...
Have you tried....

MARY

OLIVER

Oliver gives lots of well-meaning advice
He takes on all the weight of finding solutions
Mary listens, mostly passively
There's not much space for reflection

Ask

I'm wondering about this
thing I want to do....

MARY

What do you really want?
Why is it important?
How will you go about it?
When will you start?

OLIVER

Oliver asks questions that help Mary reflect
Mary finds her own solutions
There's space for reflection and dialogue
Mary makes her own choices

Activity – Think of a “Tell” conversation

Think of a “Tell” conversation you participated in recently.

Discuss these points with a partner:

- Were you a Mary or an Oliver, receiving or giving a ton of advice?
- What would the quality of the conversation have been like with an “Ask” approach?
- Describe 1-2 things that you would change to turn it into an “Ask” conversation.

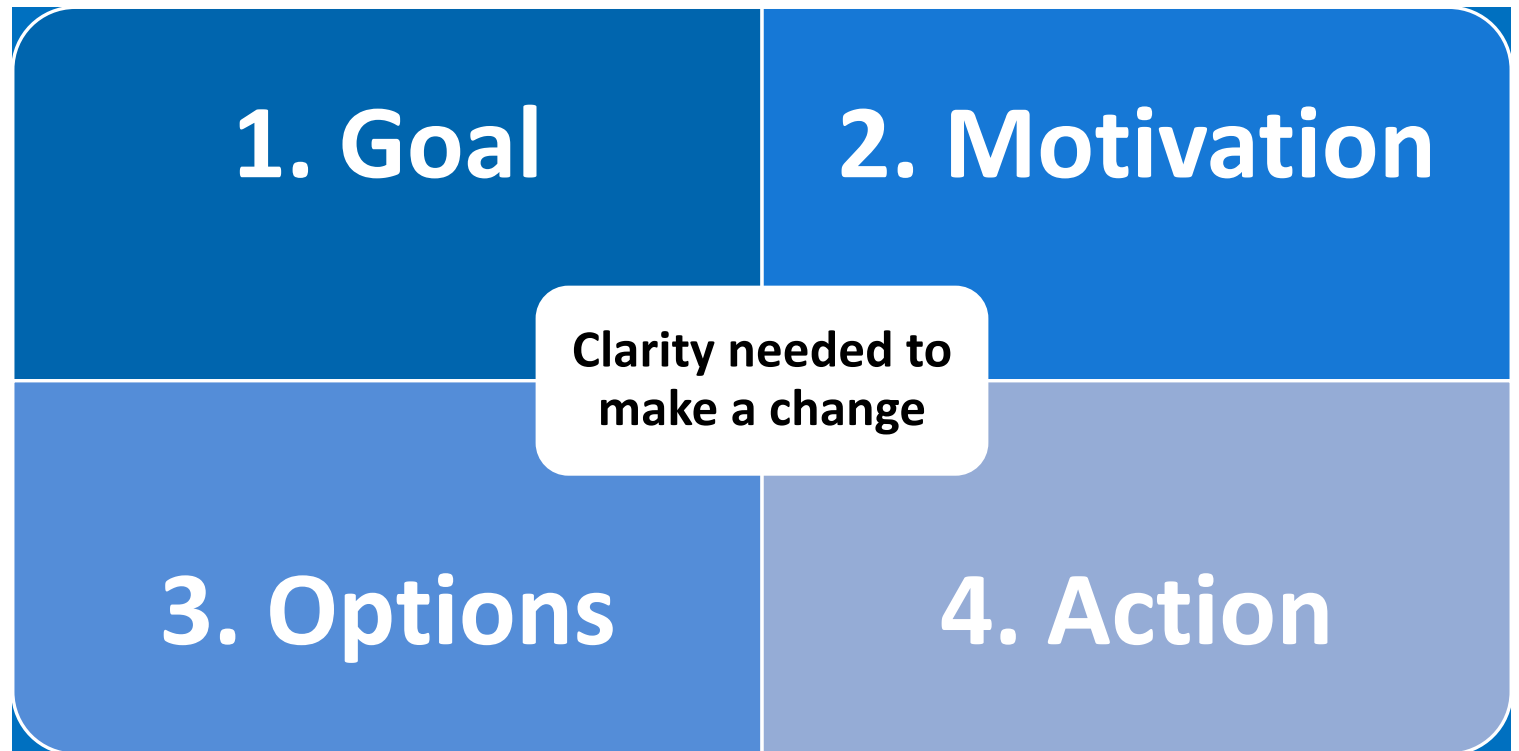
1.

2.

3.

The 4 territories to explore

Various aspects need to be explored for a person to reach the clarity and motivation they need to take action.



The **sequence** of the 4 questions

1. Goal

- **What** do you really want?

2. Motivation

- **Why** is it important to you?

3. Options

- **How** will you go about it?

4. Action

- **When** will you start?

4-Question Coaching™ model

1. What do you really want?

Let the person formulate and describe their wish in detail.

2. Why is this important to you?

Help them define the sense, the value of it and their motivation.

3. How will you go about it?

Help them explore different options to move forward.

4. When will you start?

Invite them to take action.



This versatile coaching model can be used in any setting, formal or informal coaching, in private or work life, to bring the power of coaching to everyday interactions.

Activity – Using the 4-Question Coaching™ Model

Practice this conversation with a partner.

First determine the topic they want to talk about.

Then ask the 4 open-ended questions.

That's all.

Listen carefully, don't interrupt. Let the person work out their ideas and come up with their own solutions.

1. **What** do you really want?
2. **Why** is this important to you?
3. **How** will you go about it?
4. **When** will you start?



The 4-Question Coaching™ Model Expanded

GOAL 1. What do you really want? What would you like to change? What would an ideal outcome be? What will it look like when you have achieved this? How will you feel? How will things be different? Let's make it SMART.....	MOTIVATION 2. Why is this important to you? What does it mean for you? What is the value of this for you? What are the advantages of attaining this goal? How urgent is this? What will you gain? How motivated are you?
OPTIONS 3. How will you go about it? What could you do differently? What other options do you see? What haven't you tried yet? What is the easiest way to achieve this? What would happen if you did nothing? Where can you find support?	ACTION 4. When will you start? What actions are the most important? In what order will you take these actions? What obstacles do you need to plan for? How will you maintain your energy and motivation? When will you take your first step? How will I know?