

People Biz, Inc.

ASKING GREAT QUESTIONS

** A question is only great if it is appropriate to the person and their objective in the conversation*

Questions for clarity and focus - Eliminate assumptions

1. What is the most important thing to talk about now?
2. What do you mean by that?
3. It seems as if you are saying _____?
4. Say more about that?
5. How is this different?
6. Anything else about that?
7. What do you think it could be?
8. What have you already tried?
9. What else should I know?
10. What do you want from this conversation?
11. What could we align on first?
12. What is the objective here?
13. What is the focus of the conversation?
14. What will leave you satisfied?
15. What outcome can we align on?
16. What outcome would have this time be worth it?
17. How will you know this conversation made a difference?
18. What would make this the best conversation ever?

Questions for seeing what is possible - Eliminates jumping straight into action

1. What is your vision?
2. What are you wanting to learn from this?
3. What does this look like when it is resolved?
4. What is your best?
5. What is possible here?
6. Hindsight being 20/20, what actions would have been possible?
7. How is this an opportunity?
8. Who could show you, practice with you or help you?
9. What would be a new way of doing this?
10. What is the next level of performance?
11. What opportunity exists on the other side of this problem?
12. What are you committed to here?
13. What does your personal best look like here?
14. How would you like for this to look, feel or turn out?
15. What is the long-term solution?
16. What could you envision here?
17. How is this good thing?
18. How will you know when this is resolved?
19. What's the impact once this is resolved?

20. How will others be impacted?
21. Why is that important to you?
22. Who will you have become when this vision is realized?
23. What will you have learned when this is resolved?

Planning- Action - Strategy questions

1. What did you do? What is next?
2. Where could you find that answer?
3. What could you start? What else?
4. What could you stop today? What else?
5. What could you do? What else could you do?
6. How could you improve this?
7. What is your first step? And then what step?
8. How could you break this project down?
9. What is your overall strategy here?
10. What is your goal?
11. What is the objective?
12. How does your strategy need to change or shift?
13. How will you know the strategy is working?
14. How will you know this plan is working?
15. What if we start with the end in mind? Where are you with this in 3 months? In two months? In one month? Now where could you start?
16. What has to happen this week?
17. What has to happen today?
18. How will this plan support your vision?
19. How will this plan support your goal?
20. What's the "one" action that will make all the difference here?
21. What would be a courageous action for you with this?

Supportive Questions - Eliminates "only one syndrome"

1. Who could help you find out?
2. Who do you know that could show you?
3. Who will support you with this?
4. How can I support you in achieving your goals?
5. What does your best look like?
6. What do you need to do your best?
7. Which of your strengths could you apply in this situation?
8. Who could you hire to take that off your plate?
9. How could you prepare?
10. What will you need?
11. What will support you in this endeavor?
12. What are you committed to here?
13. Who could give you feedback?

Creating Certainty - Empower the coach-ee

1. Are you ready?

2. Are you willing to promise _____?
3. What action could you take? By when?
4. Okay, now what is next?
5. Are you willing to risk something here to achieve the result? What would that be?
6. Is there anything you are uncertain about?
7. What action?
8. Anything else?
9. What are you certain of?
10. What are you getting from this conversation?
11. Where do we go from here?

Creating awareness or brainstorming

1. Any ideas? Any other ideas?
2. How else could you approach this?
3. Where are you stopped or stuck?
4. How else could you see this?
5. How is this a pattern?
6. How are you contributing to this situation, condition or issue?
7. What's your part in this?
8. How long have you been dealing with this?
9. What else could work?
10. What have others tried?
11. How could you find out?
12. Who have you spoken to?
13. What model are you using?
14. What is your strategy?
15. What is your goal?
16. What is a win-win solution?

Removing barriers

1. What are you avoiding?
2. What are you resisting here?
3. What is missing in this equation?
4. What could you get responsible for?
5. What could you let go of?
6. What will you have to give up?
7. What would make it worth it?
8. How willing are you to have this be easy?
9. What would have it be easy?
10. What would likely stop you?
11. Any barriers to this plan?
12. What would likely stop you?
13. What would you like to be able to tell me next week?

Accountability questions

1. What was your goal/ actions promised this last week?

2. Did you attain it?
 - a. Congratulations, let us look at this week.
 - b. What happened?
3. What can you do next time?
4. What will be different?
5. When will you let me know?
6. How could you get that done?
7. Do you know how to do that?
8. How can you find out?
9. Are you willing to do that between now and the next session?
10. By when can you have that done?
11. What did you learn; how can you apply that in the future?
12. What would set you up to win this week?
13. What is the most important issue to discuss today?

Performance or Keeping Their Word - scripts

1. Last week you promised _____ and you did _____. What could you learn that will help you keep your word next time?
2. Our minimum standard for _____ (position) is _____. You are performing under standard. Are you willing to do whatever it takes to hit or exceed standards?
3. You said you want _____. I am committed to you having what you want. Are you?
4. What you are saying and what you are doing don't seem to match. Are you willing to work on that?
5. Your results don't reflect what you are capable of. Do you agree? Are you willing to confront whatever is stopping you?
6. For this relationship to work I have to believe what you are telling me and even more so, you have to believe it. Are you willing to have this conversation impact that?
7. Our minimum standard production is _____. You are performing below that. These are the benchmarks you need to hit to stay here in this office. Do you understand? (Then move to effective questioning).
8. Our office goal is _____ this year. At your rate of production, our team won't hit the goal. Are you willing to take this goal and make it your own? What is your role in making this happen? (Then move to effective questioning).
9. Are you willing to make your promises public? Who could you tell? (Telling the team, staff or other interested parties about intended results is often very effective).
10. I am not sure I have made your role on this team clear. Let's go over your job description and you can rate your performance 1-10 on each item. We can then create a plan to improve, okay?

Common Uncategorized Questions

- If you knew you would not fail and time and money were not issues, what three things would you most like to have, accomplish, or work toward?
- What are your special gifts?
- What is the one gift you'd feel great about orienting your career around?
- What motivates you?
- What is taking all your attention, energy or time?
- What are some of your healthy sources of energy?
- What stops you?
- What do you ignore at times?
- What in your career doesn't serve you well or may be unhealthy?
- What are some professional or work opportunities you are currently not taking advantage of?
- What is presently consuming your time that you wish you could eliminate?
- How will you know how effective our coaching has been?
- How can I best coach you?
- What quality in a manager do you most respect or need?
- How willing are you to do whatever it takes to discover the highest and best of who you are?