

Coaching Skills Quick Start™

Sample Toolbox Questions & Collaborative Responses

The following list of sample “toolbox” coaching questions is organized within the *Coaching 3-Step* framework. Some of the questions are similar in nature and crafted with different wording, for different communication styles and situations. Sample collaborative responses are also included. Adapt these templates to your own style when coaching team members.

1. Paint a Picture of Success (CSQS page 72)

- *What is the best result/outcome/resolution you can imagine here?*
- *If everything was working perfectly, what would that look like?*
- *When this is resolved, what will be happening?*
- *If you could design the perfect outcome, what would that look like?*
- *If you could create anything with this, what would you create?*
- *If you could wave a magic wand and fix this, how would the end result be different from how it is now?*
- *How will you know when you're successful with...?*
- *What would be the best part of...?*
- *What else is possible when you make ... happen?*
- *How do you see yourself growing into more responsibility with this company?*
- *How might this plan be different from that old plan?*
- *What adjustments can be made to get a more positive result?*
- *How could you set it up differently at the front end to make it work better?*

2. Design the Bridge (CSQS page 76)

- *What response will keep you in integrity with yourself and the working relationship?*
- *What can you do about this situation right now?*
- *What can you learn from this so far?*
- *How can you be okay with this so you can move forward?*
- *What do you want to do differently moving forward?*
- *What do you see when you look forward beyond this situation?*
- *What will it take to -*
 - *- move forward?*
 - *- turn this around?*
 - *- make this right?*
 - *- leverage this so it becomes a benefit?*
 - *- do what you need/want to do?*
 - *- make this a reality?*
- *What has to be in place in order to...?*
- *What has to happen in order to...?*
- *What has to change in order to...?*

3. Build the Bridge (CSQS page 79)

- *How will you accomplish this?*
- *What is the logical first step to make ... happen?*
- *What choice/action would have the biggest impact with ...?*
- *What choice/action will keep you in integrity while moving forward with ...?*
- *What resources/support do you have/need to help you ...?*
- *How committed are you to...? (quantify: scale of 0-10)*
- *What are you willing to do (or stop doing) to reach this goal?*
- *How will this action help you move forward toward ...?*
- *When will you do/start this?*
- *How will you get this done in the allotted time frame?*
- *How will you track your progress?*
- *How frequently will you evaluate the success of this plan?*
- *How does this action/plan help the team/company reach its vision & goals?*
- *Where do you see this strategy fitting into the company's larger strategic plan?*

Sample Collaborative Responses

CONNECT: *"Help me understand..."* (CSQS page 61)

- *Help me understand what brought you to this conclusion.*
- *Help me understand how you see this being the best solution.*
- *Help me understand where you think we're missing the mark.*

VALIDATE: *"I see you..."* (CSQS page 63)

- *I can tell you're upset about this*
- *I hear the frustration in your voice*
- *Your excitement about this is contagious!*

REFRAME: *"I see a better future for you..."* (CSQS page 64)

- *Team Member: I want to stop reacting so quickly when people question my choices.*
 - *YOU: If you want to stop reacting so quickly, what do you want to do instead?*
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- *TM: I'm tired of wasting so much time on what's not really important.*
 - *YOU: If you don't want to waste time on that, what do you want to focus on instead?*

GRATITUDE: *"Thank You; I appreciate you"* (be specific) (CSQS page 65)

- *Thank you for the way you handled that customer's issue with kindness and patience.*
- *I appreciate the extra time you put into this project to make sure it was completed on time and under budget.*
- *I appreciate your willingness to learn from this situation and improve the process.*
- *I really like the way you bring such a positive attitude to the office, you have a gift for making people feel at ease.*