

## **Sample Courageous Coaching Questions**

Using the GROW model, you will primarily focus on first DISCOVERING THE DESIRED OUTCOME (G) and then EXPLORING THE REALITY OF THE SITUATION (R). During the exploration phase, you will listen with your head, heart, and gut to hear what you want to reflect and what questions to ask. Once the core issue emerges and is explored, you will discuss options (O) and what the person needs to succeed (W).

Please remember that is NOT A LINEAR PROCESS. You may come back to the determining the goal of the session many times as they explore their beliefs, feelings, fears, and desires. REALITY will reveal new goals. Once you discover what is the real block or interference to moving forward, the more powerful goal will emerge.

### **Discover the Desired Outcome**

- What would you like to decide on or do as a result of our time together?
- How would you like the person/people or situation to change? If they did, what difference would this make?
- Why do you think the people/person acts that way? Or why do you think the situation is the way it is?
- How often does this occur? How long has this been going on?
- What have you tried already?
- What are you not willing to do right now?
- What are the barriers to resolving this situation?
- Do you believe this situation can be resolved or do you feel you have tried everything already? (closed question for clarification)
- Do you want to figure out what to do or do you know what to do but you don't feel good about it? (closed question for clarification)
- What is the impact if you do nothing?

### **Explore their View of Reality around the Situation** **Listen from Head, Heart, and Gut**

#### **Mind – Listen with Curiosity**

When you listen with an open mind, you will hear the assumptions and belief systems they have that frame the situation. You will also hear the rationalizations they use to support their beliefs and possible gaps in logic.

#### **Reflection Statements**

- So you believe the reason the situation occurred is \_\_\_\_\_.
- So you believe the person is acting that way because \_\_\_\_\_.

### Sample questions

- How do you know (the assumption/belief) is true?
- Is there another way to look at the situation? Can you see any other possibilities for this behavior or situation?

### **Heart – Listen with Care, Compassion & Respect**

When you listen with an open heart, you hear what the person really wants, what they are afraid they may not get, and what they are disappointed about not getting (disappointed in others or in self). Sense their emotions to understand what is at the core of their personal block to resolving the situation. Remember, you are not weak or vulnerable when you listen to your heart. This is the only way you can break through blocks.

### Reflection Statements

- I am sensing you are disappointed because \_\_\_\_\_.
- You seem to be most irritated with the situation because \_\_\_\_\_.
- What you really want is \_\_\_\_\_.

### Sample questions

- What do you really want to happen?
- Do you believe that what you want is possible?
- Are you disappointed in yourself? Do you believe you should have handled this better?
- What are you most worried about?
- Are you judging yourself too harshly?

### **Gut – Listen with Courage**

When you listen to your gut, you can hear what is stopping the person from moving forward. You hear their fears and worries. You sense what it will take for them to muster the will to do the right thing. You also sense what they need to let go of to free themselves to think or act differently. Remember, when you share what you sense from your gut it could cause them to react. This means they are thinking. Their mind is changing. You are helping them grow.

### Reflection Statements

- I am sensing you are afraid \_\_\_\_\_ will happen.
- You seem to be worried that if this doesn't go well, people will think \_\_\_\_\_.
- I believe you are a good leader, that you have done everything you can to the best of your knowledge and skill. The problem you are facing is more about handling your stress and self-judgment than it is about knowing what to do. Am I correct?

### Sample questions

- What is stopping you from doing what you know you should?
- What are you afraid of losing?
- What is the worst that could happen? How likely will this occur?
- What are you willing to give up to feel good about this situation?
- What do you really want to ask your boss/ manager/peer?

- If you weren't afraid of \_\_\_\_\_, what would you do?
- Is there another way to approach this? What would happen if you acted completely different from the way you have always acted?
- Are you willing to let go?

### **Consider Options**

**Ask these only after the awareness of the real block to taking action emerges**

- What are you willing to do? By when?
- What will it take for you to make this happen?
- What is the request you would like to make of the person? When will you make it?
- What else is possible?
- At this point, which of these solutions feels best for you?
- What are you not willing to do?
- What one step could you take to move this in the right direction?
- How will you begin?

### **Wrap Up the Conversation**

- To wrap up, would you please restate your decision so we are both clear?
- How committed are you to making this happen?
- What support do you need? Do you need any resources or help?
- Will anything get in the way of you meeting your commitment? What will you do if this occurs?
- Is there anything else you need from me?
- When should we meet to talk about your progress?