

TIPS FOR GREAT COACHING:

1. Listen actively: put your phone away, make eye contact and give feedback.
2. Ask 1 question at the time - then be silent. Get comfortable with the silence. Let your staff member think of the answers.
3. Don't beat around the bush too long. Ask the question you want to ask (Out of curiosity...).
4. Use the AWE question (And What Else?).
5. Stop offering advice disguised as a question (Have you thought of...? Did you consider...).
6. Avoid 'Why' questions. Instead use 'What' (What were you hoping for - sounds much better than: 'Why did you do that').
7. Be lazy. (Ask 'how can I help, instead of solving the problem yourself).
8. Stay curious. The moment you are not curious anymore, you cannot coach.
9. Acknowledge that you hear the answer: say yes, summarise, nod your head.
10. Use every opportunity to coach (and we mean every opportunity).

POWERFUL QUESTIONING:Closed-Ended

- Are you watching the ball?
- Do you know which player is winning?

Yes/No questions close the door for further explorationOpen-Ended

- Which way is the ball spinning as it comes towards you?
- How high is the ball as it crosses the net?

Open-ended questions help generate awareness and accountability.**EXAMPLES OF POWERFUL QUESTIONING:**

1. What is on your mind? *(to probe)*
2. What do you want? *(to probe)*
3. Why is that important to you? *(to probe)*
4. What is the real challenge here for you? *(to focus)*
5. How can I help? *(to direct)*
6. If you say 'yes' to this, what must you say 'no' to? *(to prioritise)*
7. And what else? *(to explore)*
8. What steps can you take to make this happen? *(to direct)*