

Catalogue of Coaching Questions

Seeking Information

- What is the best way to get from “here” to “there”?
- What do you think would happen if.....?
- Can you compare the best and worst?

Checking for Ability

- Is there something else causing problems that I’m not aware of?
- Is there anything that might prevent you from completing this on time?
- What barriers might exist that would prevent you from completing the task?
- Do you have everything you need to take on this role?

Gaining commitment

- How do you feel about the point “John” just raised?
- What can you commit to – that I can count on you for?
- Help me summarize – how would you describe what we’ve just agreed to in this conversation?

Accountabilities

- Who is accountable for specific aspects of this initiative?
- What are the expectations of managers leading this effort?
- How and when will this initiative be communicated? What is the process? Who is accountable?
- Can you tell me how this met or didn’t meet your expectations?
- What would you do differently next time?

Seeking Understanding

- What is the major point that has been made here?
- What is the main message you heard from me?
- What do you need and want in.....?

Checking for Motivation

- If I get you the assistance you need, can I count on you to complete the task?
- Is there something that’s making it so you don’t want to do the job? What would that be?
- What are the other priorities and responsibilities you presently have?

Keeping the Conversation on Track

- Help me understand how your last comment relates to
- I’m a little lost. Tell me how what you are saying applies to....
- Could we go back to the point raised by....

Asking for input

- What do you think about this idea?
- What do you think is important?
- How would you solve this?
- If you were in my shoes, what would you do?
- What other factors should be considered?
- In your opinion, why is this approach going to work?
- What do you see as the obstacles we face?
- What are the intended results?

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Problem Solving

Global

- How are things going?
- What are your goals with this project?
- What are you trying to accomplish?

Problem identification

- What results have you achieved so far?
- Where are you stuck?
- What kind of problems are you encountering?

Options and Solutions

- What solutions have you attempted?
- What do you see as your options?
- What kind of input do you want from me?

Planning

- What is your “go forward” plan?
- How can you apply what you’ve learned to our job?
- Who else would benefit from knowing this?

Support

- What can I do to better support you?
- Whose support do you need?
- Would it be helpful to talk again?

Other

- What are the barriers that prevent us from doing this right every time?
- Can you walk me through the problem – how it started and how it got to this point?
- Outline for me what you have done to deal with the problem so far. How has that worked?
- Describe how your thoughts and feelings would change if you were on the opposite side in this problem. Does that suggest any steps you might consider?
- How will we know if the problem has been permanently solved?

Gemba Walks

- How can you tell what is normal in this area?
- What would you learn if you measured in smaller intervals of time?
- What is the area lead supposed to be doing in this situation?
- Why should you expect the leader to know that?
- How could these expectations be made more clear?
- How do you know that the designated person carried out these posted procedures?
- How could someone know who was responsible for this task?
- How could you know these things with more certainty?

Probing / Follow-up

- What’s an example?
- What was your role / involvement?
- What other options did you consider?
- Talk me through your thoughts at the time you took the action.
- If I were doing this job, what’s most critical thing I would need to know?
- How satisfied are you with the results?
- How will this affect other departments?
- What is your best learning from the experience?