

Ask open-ended questions when you coach and listen carefully. You are the guide, not the expert. Help your employees come up with solutions that work for them and support them along the way.

Using the GROW model

Goal

- Start with the end in mind
- Figure out what success looks like

Reality

- Get more information about the situation
- Find out what's driving the issue

Options

- Identify and evaluate multiple options
- Find creative ways to address the situation

Will

- Determine next steps
- Identify actions and timing



Coaching Questions

GOAL

- What is your objective?
- What are you hoping to accomplish?
- What does success look like?
- What's the most important outcome?

REALITY

- What is most challenging or frustrating about this situation?
- What do you think is really going on?
- What is important for me to know?
- What is most important to address?

OPTIONS

- What have you tried? What haven't you tried?
- What are the possible solutions?
- What are your options?
- What are the pros and cons of each option?

WILL

- What could you do differently?
- Which option have you chosen to move forward with?
- What actions will you take? By when?
- What support do you need from me? From others?
- What might get in the way? How will you address this?

