

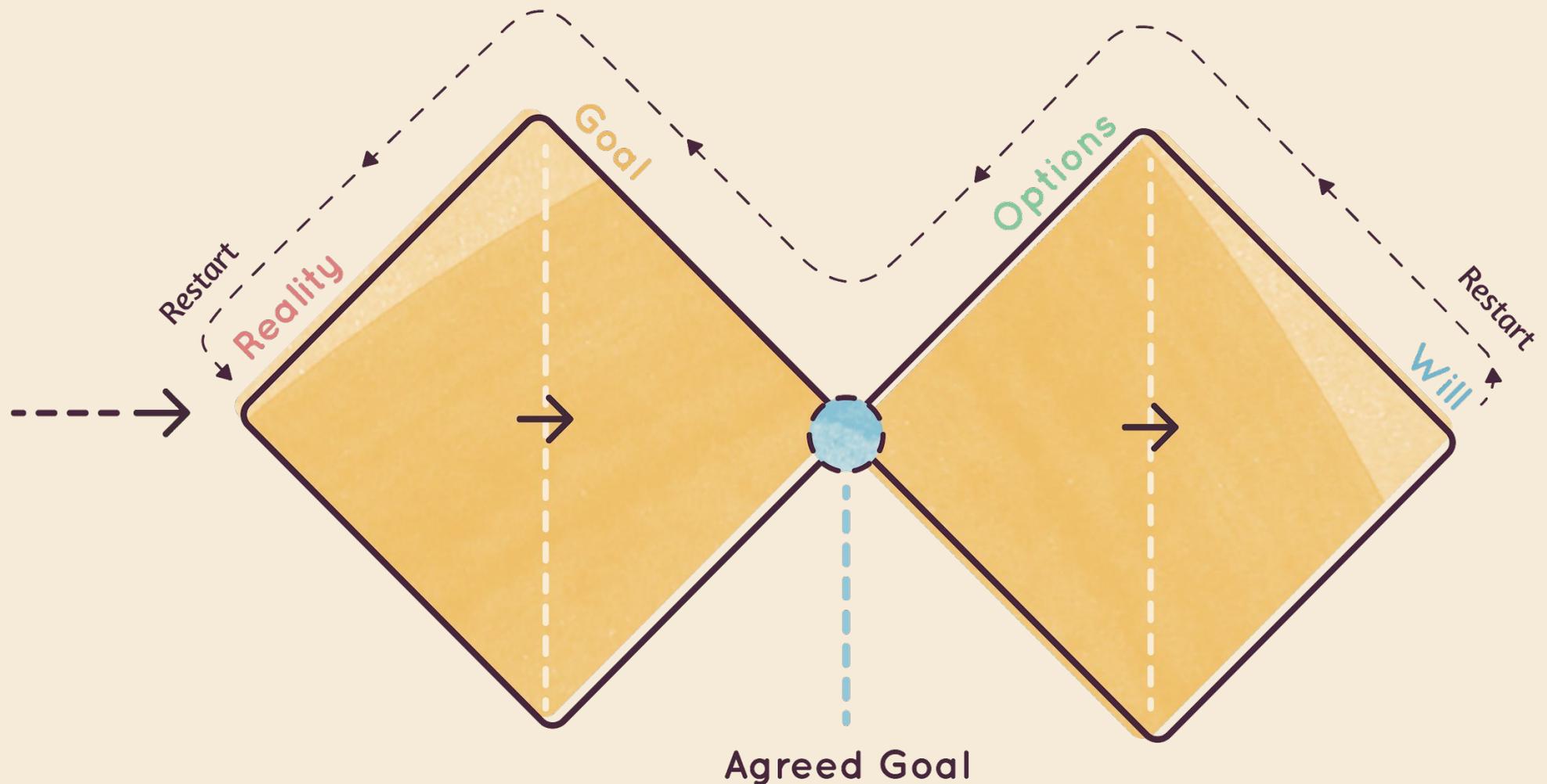
Coaching conversation tools





Coaching questions

These questions can help people to **reflect on their lives** and **take action** to improve their well being. The difficulties people face are often subtle and it isn't easy to identify goals and actions. Coaching helps people to explore their situations and make positive changes.



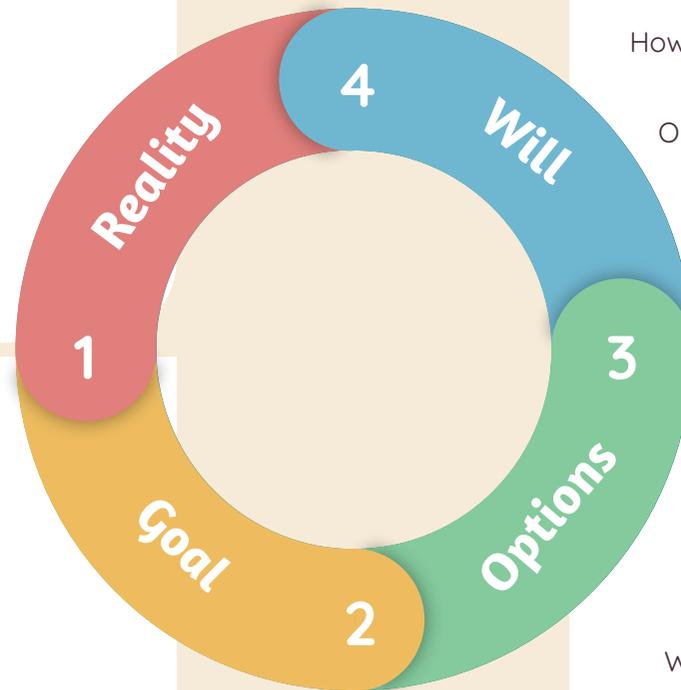


1 Reality

How are you feeling today?
 What is life like on a **day to day** basis?
 How well are you managing to take care of **yourself**?
 What else is going on for you?
 What **support** do you have?
 What is causing you **stress** at the moment?
 How are you coping with that?
 What is going well for you? What else?
 What are you **doing for yourself**? Where do you get your energy from?

2 Goal

How could things be different?
 What would make you **happier/feel better**?
 What aspect of your life would you most like to **change/work on**?
 What do you **need right now**?
 If there was just **one thing** you would change, what would it be?
 What would you most like to change? What would be an **initial goal** we could focus on?



Will 4

How can you find **space and time** to make this change?
 Who or what do you need to **make this happen**?
 What actions will you take and **when** will you do it?
 How might you stop yourself from doing this? What else?
 What else might stop you?
 On a scale of 1-10 **how confident** are you now that you can do this? What will take you to a 8 or a 9?
 What is it you are going to do exactly?
 What **can I do** to support you?

Options 3

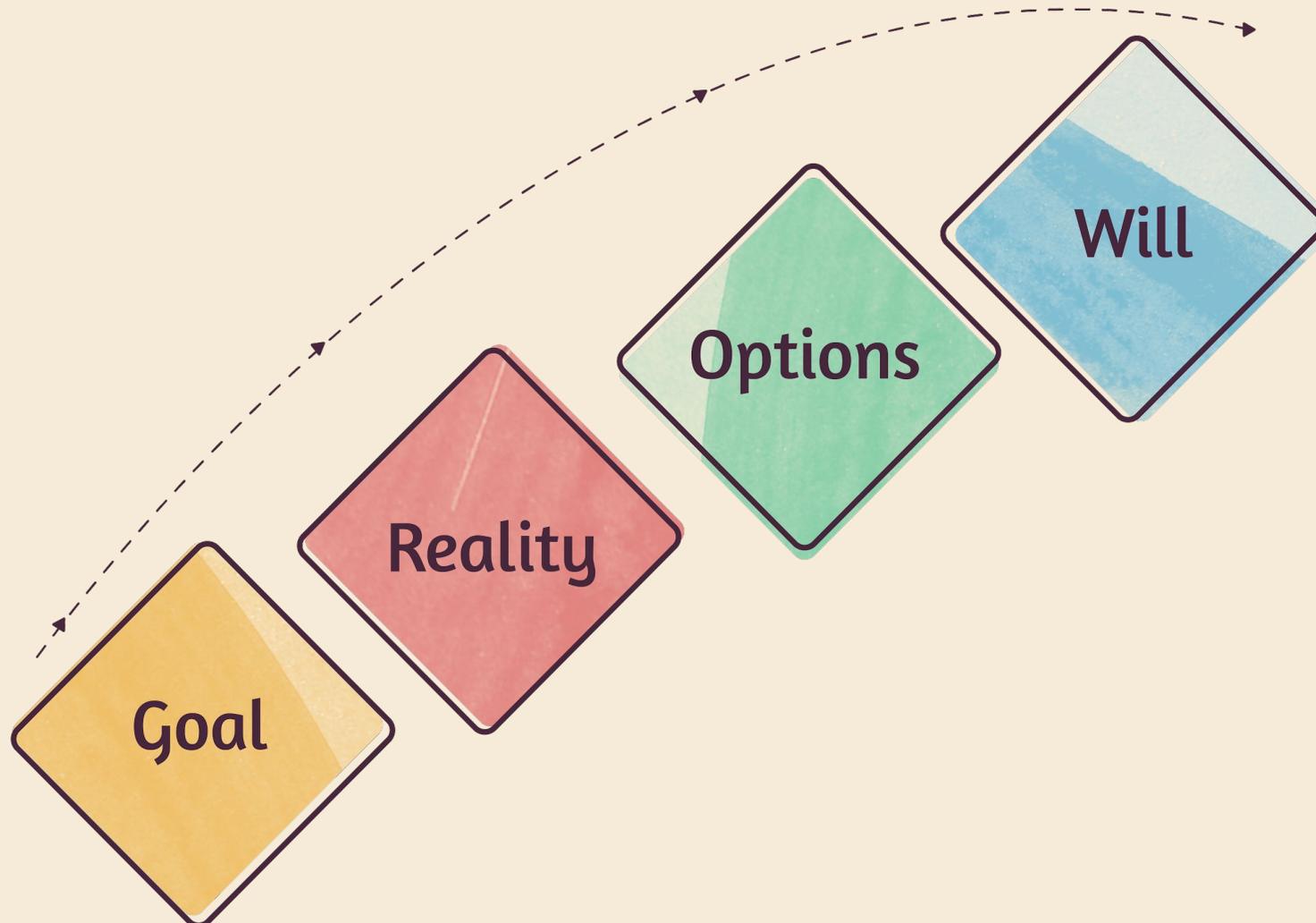
What could you do to **move forwards** in a more helpful direction?
 What else? What else? What else?
 Where have you been successful at something like this before? Does this suggest any ideas?
 What would a **very wise friend** tell you to do?
 These are the options you came up with ...
 Which of these options do you prefer?
 Let's say you had achieved that goal, what would that **look like**? What would it **feel like**?
Who could help you to achieve your goal?
 What skills or strengths could you draw on?



Motivational Interviewing

Motivational interviewing is used when someone is finding it hard to **make a change**. These questions will help raise people's **desire for change**, whilst being completely accepting of the way they are.

This helps them to achieve the change they **want to make**.





1 Goal

What would you like to be different?

Let's go forward 6 weeks and imagine that this change has happened, how is life different? How do you feel?

What would be the good things about achieving your goal?

What will happen if you don't change?

Have you tried to change before, if so what happened?

If you were to decide to change, what would you have to do to make this happen?

2 Reality

How confident are you that you could make this change on a scale from 0 to 10?

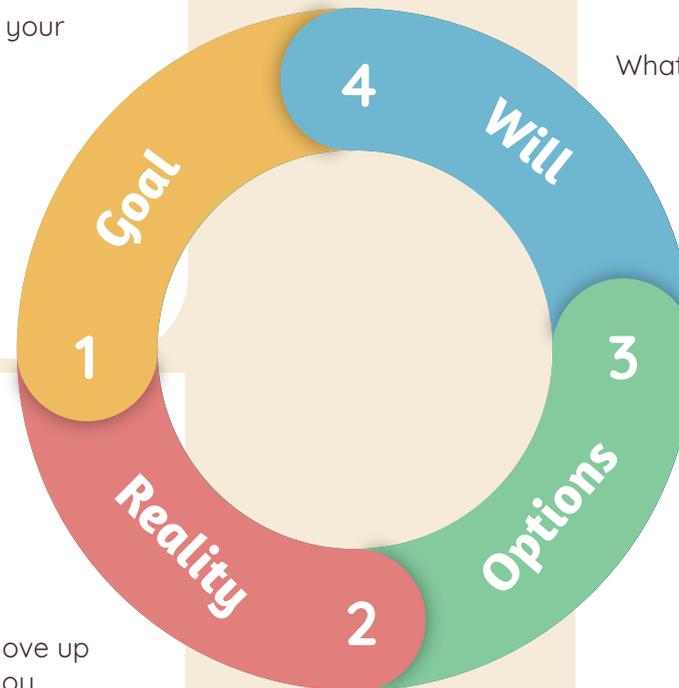
What would need to happen for your score to move up from x to y? How would your life be different if you moved from x to y?

What could you do to increase your confidence?

Who could help you?

Where have you succeeded at doing something like this before? What did you do then?

Describe to me what would be different if you did this well? What difference would it make to you, or those around you?



Will 4

What are you going to do?

To what extent does this meet your goal?

How will you know if you are successful?

How might you stop yourself?

What else might go wrong and how can you manage that?

How can I or others help?

What actions will you take and when precisely?

On a scale of 1 - 10, how confident are you now that you can do this?

If not 9/10 say [...] is good, what will take you to 9 or 10?

Options 3

What are the different ways that you could approach this issue?

What else could you do? Repeat 4 times.

What would you do if you could start again with a clean sheet?

Who else could support you?

What would be a small first step?

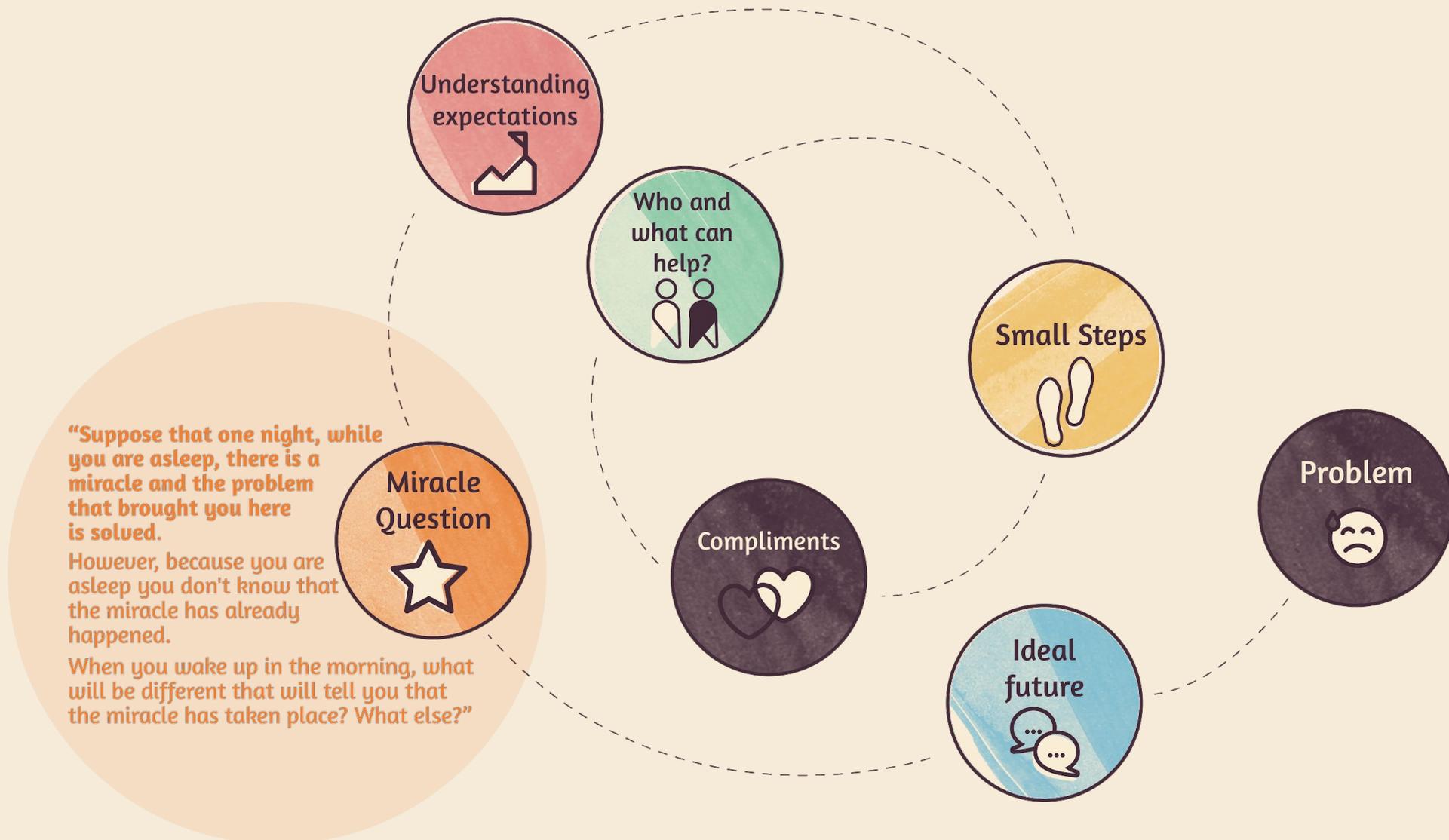
What would a very wise friend tell you to do?

These are the options you identified, which do you prefer?



Solution focused coaching

This tool helps people to develop a desired vision of the future and should be used when people are struggling to think about how they would like their lives to be different. The person takes the lead in defining goals, strategies, strengths, and resources.





1

Understanding someone's current situation

Tell me a bit about what is going on for you?

2

Understanding the desired future

Just suppose it is a year from now:

Where would you want to be?

What might have you achieved?

What would this look/feel like?

How would you know that you had been successful?
What would be different?

What will be the **first small sign** that will tell you that things are starting to move in the right direction?

Ask the miracle question

3

Understanding exceptions

Are there times in the past few weeks where **things have been less difficult?**
What was happening at those times?

What sort of things help you to get out of bed to **face another day?**

Are there times in the past or the present when you noticed a **positive change** in the way you feel?

What is it you were doing differently on the days **things were better?**

4

Small steps

What small **step forward** could you take?

How would you notice that this small step had worked?

When will you know you have made **enough** progress?

What or who could help you to make this figure higher?

5

What and who might help?

What helps you to cope when things get tough?

Where have you been successful at something like this **before?**

Who might help with this if they could be brought on side? **How** could they be brought on side?

What strengths do you have that would help?

What qualities would **others say that you have** which could help you achieve this change?

Are there occasions when you have experienced something like this before and **come through it?**

Scaling questions:
(can be used at any time)

On a scale of 1-10 how far are we towards achieving this future?

What is it that made them say x instead of x-3?

What is the first thing they would notice if they were at x+1 rather than x?



Top tips

1

Listening is the most important thing you can do

Listening attentively ignites a person's thinking and interruptions disrupt their thinking. Giving people a chance to reflect is a great gift. From time to time, reflect back what you have heard. In some cases, listening might be enough.

2

Trust building takes time

It may take a few sessions for an individual to share the extent of their feelings. Remember this is a human to human encounter.

3

A focus on strengths

Avoid the temptations to focus purely on challenges and bring out the individual's positive qualities and strengths.

4

Coaching finds the answers within

Coaching is about finding the answers in the person you are coaching, rather than giving them advice.



Top tips

5

Be clear about where your role begins and ends

Coaching is not counselling. If you feel the person needs counselling, your role is to help them identify how they could receive it.

6

If you get stuck

Just ask 'Tell me more about that.' 'What question could I ask you next that would be the most helpful?' 'What else?'

7

Emotions stop thinking

People can't think clearly when they are emotional so emotions need to be validated first before problem solving. This means saying things like 'I can hear you are feeling sad, worried...' etc.

8

Small can be big

Even if the coaching just gets a person to look after themselves more, this can make a big difference.