

**October 2008****USEFUL!**

Questions to be used in a typical coaching session

Here are the questions:

**1. What's the issue?**

Asks the client to state the problem. Can often usually cut through a client's lengthy account by asking him or her to summarize what the problem actually is.

**2. What makes it an issue now?**

Issues that clients bring to coaching have typically been around in the client's life for a long time. But often there is some immediate provocation or development which is providing energy for change even if this is in the form of anger or worry. Paradoxically, this anger or worry will provide energy for change and resolution. That is why it is worth naming and surfacing it.

**3. Who owns this issue/problem?**

If the client does not own it, there is no point in discussing it. You can only coach the problem owner. Some clients come to coaching in order to find out how to change someone else whereas the basic assumption of coaching is that you can only change yourself. This question puts the onus back onto clients to own whichever bit of the issue is theirs.

**4. How important is it on a 1-10 scale?**

If the problem is not important then why are you and the client wasting time discussing it? Importance captures the idea of issues with potential for major impact on a client's life. Anything the client scores at less than 5 should be set aside.

**5. How much energy do you have for a solution on a 1-10 scale?**

This question often draws an interesting response. The client may have told you the problem has an importance of 9, but then tells you that his/her energy for a solution is only 3 to 4. If so, you will want to ask a follow-up question such as "What would need to happen to increase the energy to 8 or 9?"

**6. What have you already tried?**

This question stops you offering pointless advice which the client has already tried or considered and it also sets you in early on the client's thinking. Most coaching problems have already been the focus of a great deal of energy and thought on the client's part. You need to know that this energy and thought has produced. If the client has not tried anything yet, that will also provoke an interesting discussion.

**7. Imagine this problem's been solved. What would you see, hear and feel?**

Up until now, the client has been deep in the problem. You

will typically see this reflecting in the way the client has been sitting and talking - often slumped and despairing. By asking this question you tap into his or her resourcefulness. Clients will sit up straighter, stop frowning and will look generally lighter.

**8. What's standing in the way of that ideal outcome?**  
This question broadens out the client's thinking. Except new insights to occur from this point on,**9. What's your own responsibility for what's been happening?**

An essential question. The client is always part of the problem as well as part of the solution. This question makes the assumption explicit and encourages clients to see how they have, maybe at an unconscious level, been sustaining the problem through their own behaviour.

**10. What early signs are there that things might be getting better/going all right?**

However dreadful the situation, there is always something that is working. Identifying and building on it is part of the process of change and improvement.

**11. Imagine you're at your most resourceful. What do you say to yourself about this issue?**

This question assumes that underneath all our typical confusion, at some level we do should do. Another version of this question: "If you could give a pill which contained all the courage and insight you needed, what would you do?". I have yet to find a client who could not find an instant reply to this one.

**12. What are the options for action here?**

Now that the question has been looked at from several angles, the client can begin to consider the options for change.

**13. What criteria will you use to judge options?**

Options are even more useful when you have criteria against which to judge them. Typical criteria might be: practicality, cost, fit with the client's values, time and so on.

**14. Which option seems the best one against those criteria?**

At this point you are narrowing down again towards action including, of course, just pondering.

**15. So what's the next/first step?**

The answer may be to do some more research, to have a conversation, or to make a big life decision.

**16. When will you take it?**

Asking for commitment to when makes it more likely that the client will actually do something different as a result of the coaching.

**October 2008****NEW COACHING SEMINARS AND SERVICES**

PLANINCA, Ljubljana and Mobilis, Ltd Belgrade, offer seminars and coaching services for the Serbian market: Individual coaching, Team coaching, Group coaching, Coaching for managers, Communication with NLP.

Seminars lead by: Katja Žnidaršič, NLP coach certified by International Coach Federation ICF and NLP trainer (international licenses IANLP, DVNLP and International Association of NLP Institutes). Seminar program is available at: <http://www.mobilis.co.rs/>

**NEWS WITH EMCC Serbia**

8 new members in third quarter. We have 29 members now.

EMCC ambassador Professor David Clutterbuck will deliver workshop ("Coaching Techniques") in Belgrade, October 21st, 2008.

There will be 30 of us there all places already booked!

If you want to find out more please visit [www.emmcouncil.org](http://www.emmcouncil.org).  
For pages in Serbian chose Serbian flag in the top right corner.  
If you want to become member of EMCC Serbia please contact:  
[RS.Presednica@emccouncil.org](mailto:RS.Presednica@emccouncil.org)

**BOOK FOR THIS MONTH:**

„How to get what you want in the Workplace“, John Gray, John Gray Publications, 2003