

Good Conversations: Great Questions

WILL questions

- What are you going to do
- When are you going to do it?
- What's the first step?
- What resources do you need?
- Who will you get support from?
- Whose commitment do you need?
- What milestones might there be?
- What are the consequences of not doing it?
- How committed are you to doing this?
- When should we review progress?

OPTIONS questions

- What options do you think there are?
- How do you see that working?
- What are the pros and cons of this?
- What else could you do?
- And what else? (ask this as many times as necessary!)
- What if there were no limits?
- What is the simplest solution here?
- What could you do to move yourself just one step forward?
- What have other people done and what was their result?
- What barriers might you face & how might you overcome them?

GOAL questions

- What result do you want to achieve?
- What do you want to change?
- What do you want to happen that's not happening now?
- What's the ideal outcome?
- What is important about this?
- What don't you want?
- What will the benefits be of doing this?
- When do you want to achieve it by?
- Is that realistic?
- How will you know you've been successful?

REALITY questions

- What is happening at the moment?
- What do you mean by that?
- What examples can you give me?
- Who else is involved?
- What's worked well so far and why?
- What's not worked so well so far and why?
- What's stopping you?
- What is really going on?
- What have you done in the past that's similar to this?
- What strengths do you have that could help you?

GROW MODEL

See Guide 4

Useful question: On a scale of 1 - 10...

e.g.

- how confident do you feel about achieving this?
- how likely is it that this option will achieve what you need?
- how committed are you to doing this?

This can often be followed by:

- what would make this an x ? (x being the next number up from what they say)

