



“Powerful Questioning”

*Co-facilitated by
Jean-Francois Cousin (MCC) and Nat Permsup (PCC)*

Peer-coaching sessions objectives

- Improve our coaching skills by
 - + Stimulating knowledge and experience sharing between us
 - + Promoting experimentation in a safe space
- Deepen our understanding of ICF core-competencies
- Strengthen our Coach Community and our sense of belonging

“How much did they pay you?”



**How much did they first pay
you to give up on your dream?**

**And when will you gonna stop..
and come back and do
what makes you happy?**





1

What is the best* question someone ever asked you?

* = questions that lead to new thinking and new insight

3

What impact did it have on your life?

5

How did it transform you, as a person?

2

4

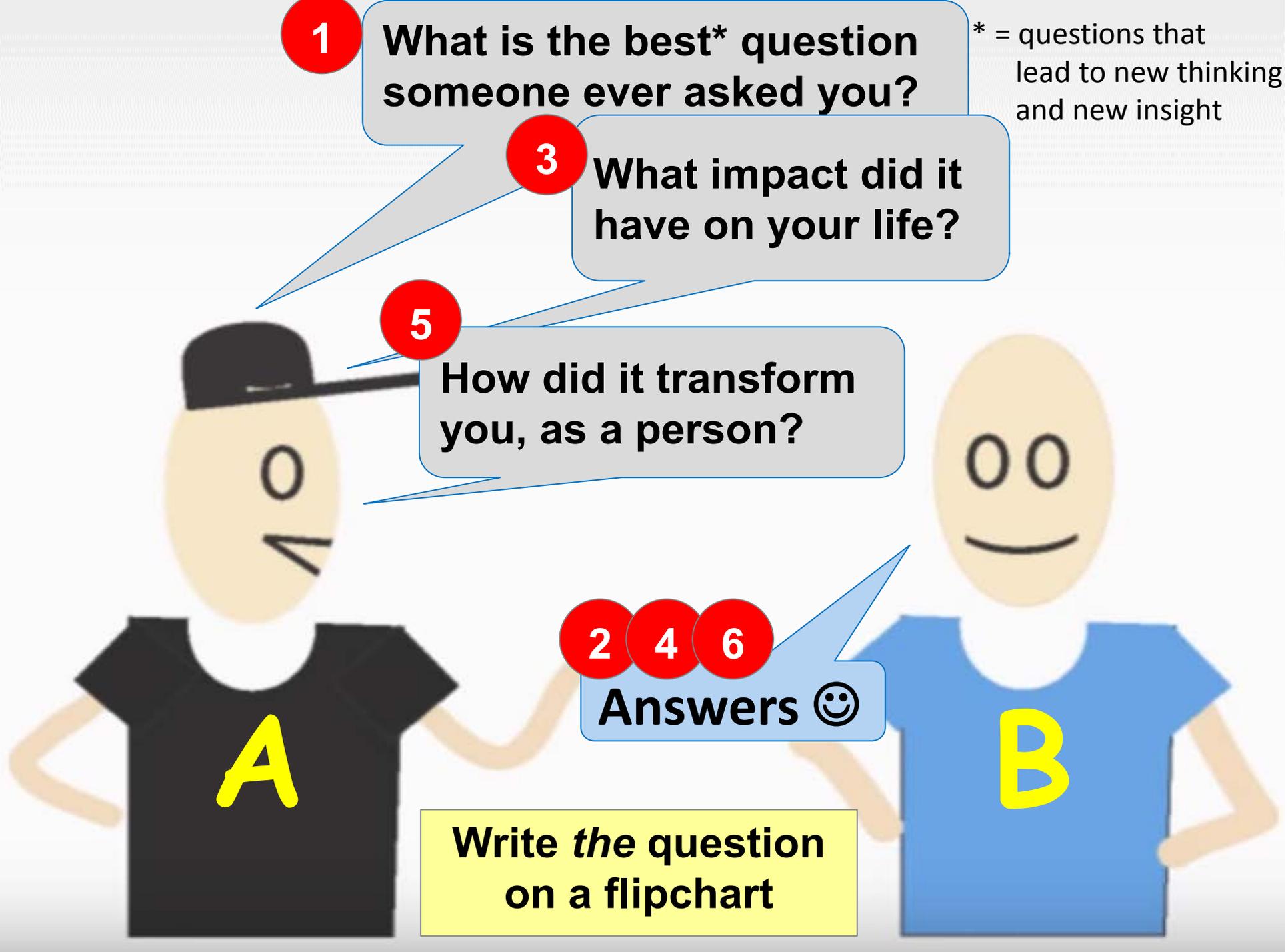
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Answers 😊

A

B

Write the question on a flipchart





Let's dissect...
anatomy of
***your* powerful**
questions

***Powerful questions are about
the 'who', 'parts / sub-personalities' of the Client, emotions,
beliefs, purpose, body language,...***

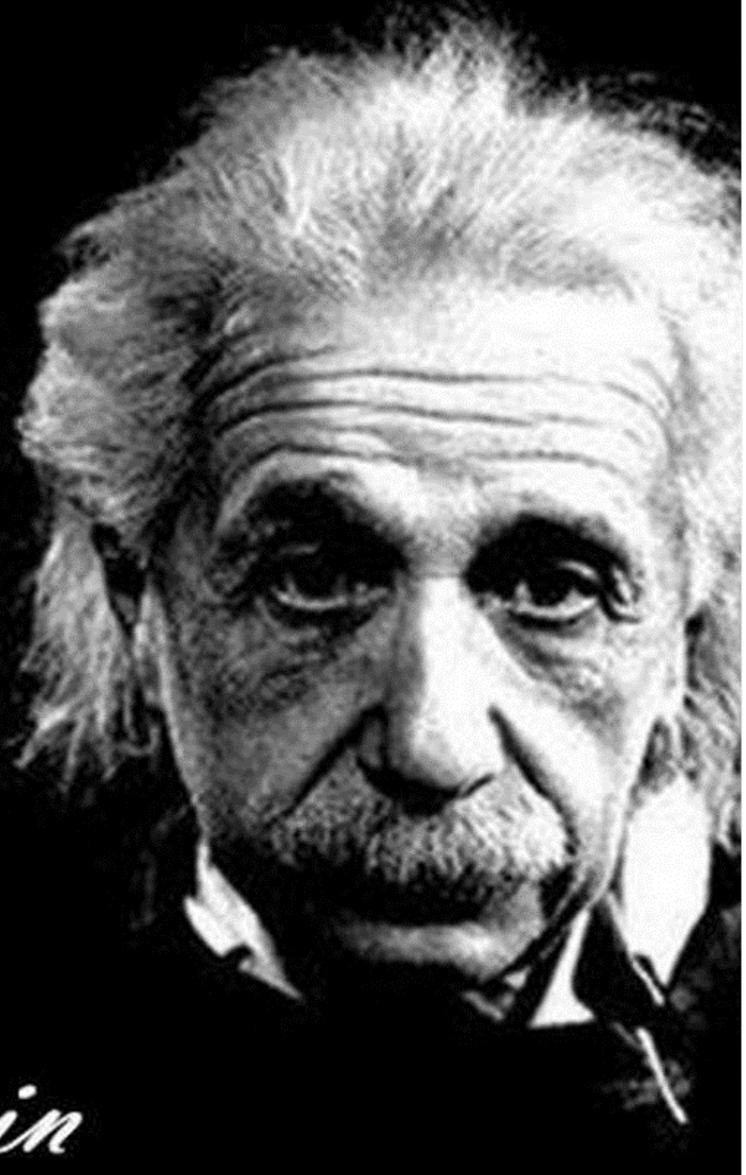
**Let's play and
make questions
more powerful!**

EXAMPLE

- *How can we evolve our way of being in our working relationship so it unleashes greater outcomes?*
- *Who are we being in our working relationship that might limit its effectiveness?*
- *Why might it be that our working relationship has had its ups and downs?*
- *What is it about our working relationship that you find most satisfying?*
- *When have you been most satisfied with our working relationship?*
- **Are you satisfied with our working relationship?**

WE CANNOT SOLVE
OUR PROBLEMS WITH
THE SAME THINKING
WE USED WHEN
WE CREATED THEM

~ Albert Einstein



A. Setting the Foundation

1. Meeting Ethical Guidelines and Professional Standards

2. Establishing the Coaching Agreement

B. Co-creating the Relationship

3. Establishing Trust and Intimacy with the Client

4. Coaching Presence

C. Communicating Effectively

5. Active Listening

6. Powerful Questioning

7. Direct Communication

D. Facilitating Learning and Results

8. Creating Awareness

9. Designing Actions

10. Planning and Goal Setting

11. Managing Progress and Accountability

C. Communicating Effectively

6. Powerful Questioning—Ability to ask questions that reveal the information needed for maximum benefit to the coaching relationship and the client.

*Clear, direct questions that lead to **new insight and move the client forward.***

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6. Powerful Questioning — Ability to ask questions that reveal the information needed for maximum benefit to the coaching relationship and the client.

1. Coach asks questions **about the client**; his/her **way of thinking, assumptions, beliefs, values, needs, wants**, etc.
2. Coach's questions help the client **explore** beyond his/her current thinking **to new or expanded ways of thinking about himself/herself**.
3. Coach's questions help the client **explore** beyond his/her current thinking **to new or expanded ways of thinking about his/her situation**.
4. Coach's questions help the client **explore** beyond current thinking towards the **outcome** s/he desires.
5. Coach asks clear, direct, primarily **open-ended questions, one at a time**, at a pace that allows for thinking and reflection by the client.
6. Coach's questions use the **client's language** and elements of the **client's learning style** and frame of reference.
7. Coach's questions are **not leading**, i.e. do not contain a conclusion or direction.

1. Coach asks **questions about the client; his/her way of thinking, assumptions, beliefs, values, needs, wants, etc.**

An iceberg floating in the ocean. The small tip above the water is labeled 'Story'. The much larger, submerged part is labeled 'Way of thinking, assumptions, beliefs, values, needs, wants, etc.'.

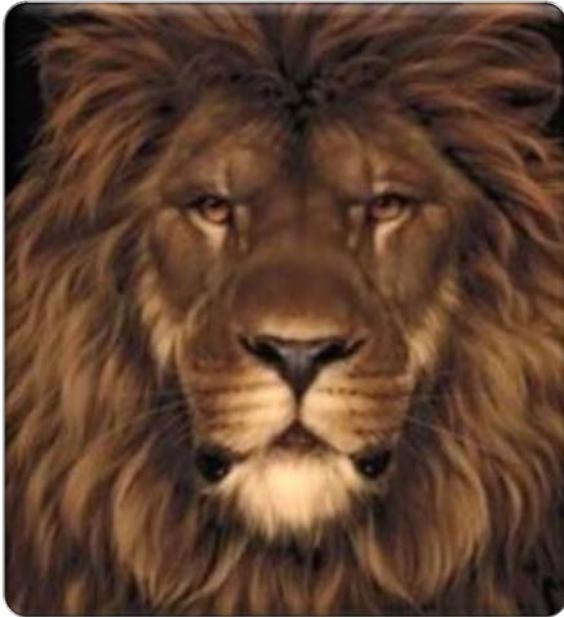
Story

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2. Coach's questions help the client **explore** beyond his/her current thinking to **new or expanded ways of thinking about himself/herself.**



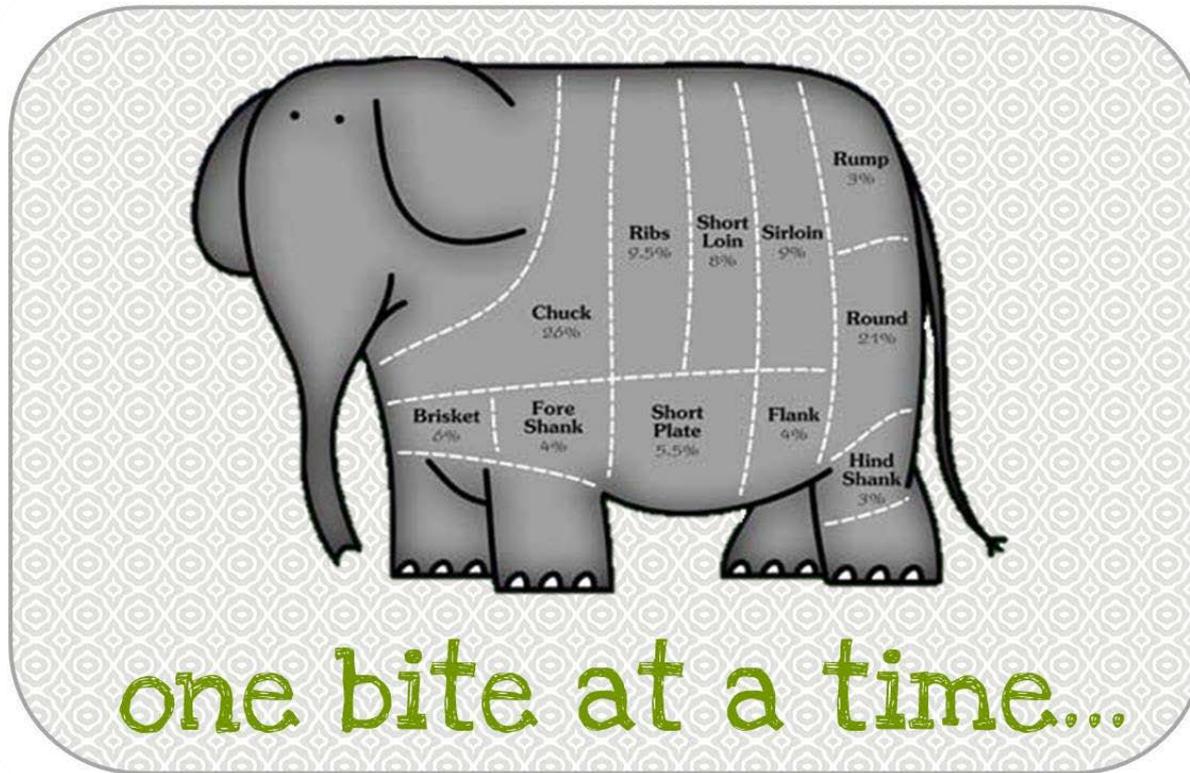
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5. Coach asks **clear, direct**, primarily **open-ended questions**, **one at a time**, at a pace that allows for thinking and reflection by the client.



one bite at a time...

6. Coach's questions **use the client's language** and elements of the **client's learning style** and frame of reference.



7. Coach's questions are **not leading**, i.e. do not contain a conclusion or direction.



ICF defines coaching as **partnering with clients** in a thought-provoking and creative process that inspires them to maximize their personal and professional potential..

Coaches honor the client as the expert in his or her life and work..

In quartets (3 coaches around 1 coachee)

- **Coachee talks about a current challenge in his/her life**
- **3 coaches ask powerful questions to the coachee**
(they can discuss together how to make the next question powerful)
- **At the end the coachee offers feedback about the questions asked:**
“that question changed the way I feel / think because...”

Peer-coaching with powerful questions

Coaches: Take turns asking powerful questions *



Coachee: talks about a current challenge in his/her life

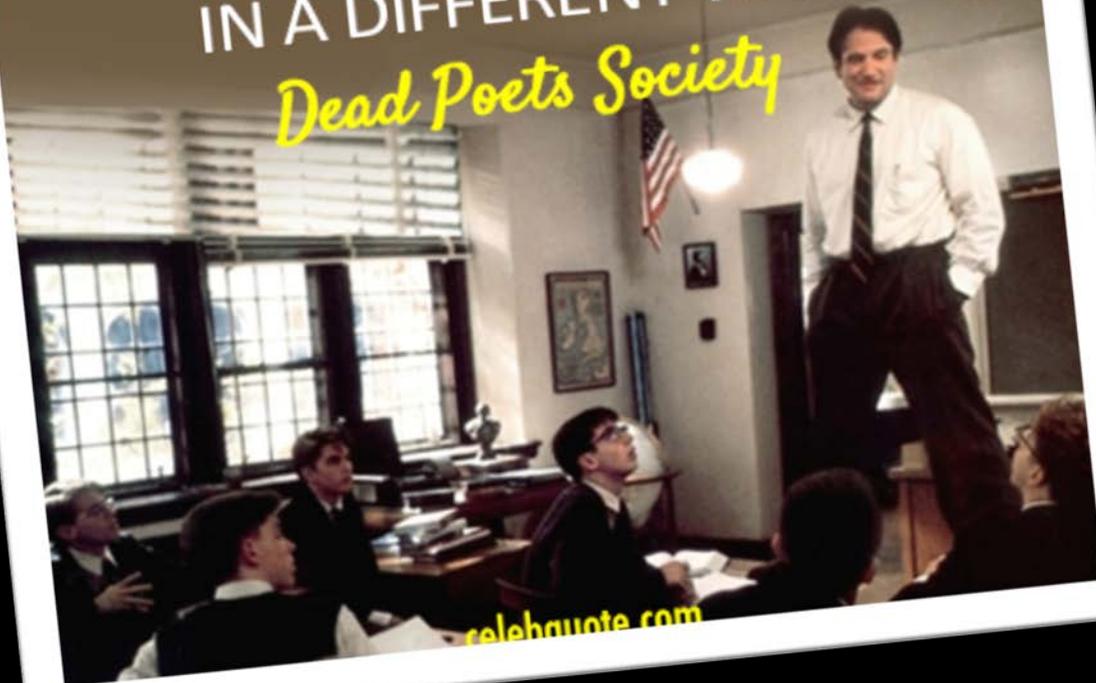
**** 3 coaches can discuss together how to make the next question more powerful before they ask it***

Look at things in a different way



I **STAND** UPON MY DESK
TO REMIND MYSELF THAT
WE MUST CONSTANTLY
LOOK AT THINGS
IN A DIFFERENT WAY

Dead Poets Society



celebrante.com

- Ask Client to “choose an object that represents the topic you are bringing to the session”, then say:
- “Move around the room and stop anytime you wish”
- “Look at the object from where you are, and share what you are seeing and learning about the topic from where you are”
- Repeat 6 times

Alternative:

Spin



To find solutions to
life's challenges try
seeing things
from a
different
perspective.
- Lisa
Desatnik

'Emergent knowledge' from drawings



COMPETENCY**ACC Level****PCC Level****MCC Level****6. Powerful Questioning**

Ability to ask questions that reveal the information needed for maximum benefit to the coaching relationship and the client.

- Clear direct questions that lead to new insight and move the client forward. Open ended questions using What and How that are clear, direct and succinct.

- Questions attend to client's agenda, but are generally seeking information, are formulaic, and sometimes leading or have a "correct answer" anticipated by the coach.
- Generally, questions are very geared to solving issues set by client as quickly as possible.

Applicant will **NOT** receive a passing score if:

- Coach does not focus on an inquiring versus telling methodology.
- The majority of questions contain already pre-determined answers by the coach.
- The questions attend to an agenda or issues not set by the client, but by the coach.

- Questions attend to client's agenda and generally are a mix of informational and powerful questions.
- Even powerful questions tend to focus toward solution of issue presented by client and may be more responsive to the agenda than to the client.
- Questions will tend to use coaching terminology or language easy for the coach versus using and exploring the client's language.
- Occasional leading questions will appear as well.
- The coach will tend to ask comfortable rather than uncomfortable questions.

Applicant will **NOT** receive a passing score if:

- Coach asks questions that reflect the coach's view of the situation or a preconceived answer decided on by the coach.
- The questions are leading the client in a direction chosen by the coach without discussion with and assent to the direction by the client.
- Coach is unable to move beyond standardized coaching questions or the coach's models of thinking and learning to the exclusion of the client's models of thinking and learning.

- The coach asks mostly, if not always, direct, evocative questions that are fully responsive to the client in the moment and that require significant thought by client or take client to a new place of thinking.
- The coach uses the client's language and learning style to craft questions.
- The coach is fully based in curiosity and the coach does not ask questions to which the coach knows the answer.
- The question often require the client to find deeper contact with the client's shadow and light sides and find hidden power in himself/herself.
- The coach asks questions that help the client create the future rather than focus on past or even present dilemmas.
- The coach is not afraid of questions that will make either the coach or the client or both uncomfortable.

Applicant will **NOT** receive a passing score if:

- Coach does not demonstrate questions that are evocative and as the client to think in a larger space or an experimental space related to the client's agenda and stated objectives.
- Coach frequently asks informational questions or questions that keep the client in the past or in present detail of a situation rather than in forward thinking.
- The questions do not make frequent use of the client's language, thinking and creating style or do not make use of what the coach has learned about the client.
- The questions reflect the coach's view of the situation, the coach's learning and processing style, or a preconceived answer by the coach.
- Coach is unable to move beyond standardized coaching question or standardized model.

For your perusal

in sub-groups:

- 1. Gather examples of powerful questions**
- 2. Share 2 with the whole group**



Note: powerful questions are about 'who', 'parts / sub-personalities' of the Client, emotions, beliefs, purpose, body language,...

What would be most useful to You *next time*?



EXPECTATIONS

Your ideas are welcome anytime!

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Advance Towards Coaching Mastery and Beyond
**Asia Pacific Alliance of Coaches
Coaching Conference**

May 25th – 27th, 2017
Bangkok, Thailand

*Book your calendar now
more details are coming up shortly*

Theme of the conference:

**HARMONY AND MINDFULNESS
FOR HUMANITY**

The leading-edge of transformational Coaching,
for individuals, teams, corporations, and society

APAC2017 Coaching Conference is where business leaders and coaches explore how coaching creates sustainable value within teams, corporations and society with harmony and mindfulness



Thank You!

