



## THE ROADMAP<sup>(sm)</sup>

*“Delivering Difficult Information Successfully”*

### Top 10 Coaching Questions

These questions will help you to deliver difficult information easily and successfully:

1. To focus – What do you want the value or outcome of the situation to be?
2. To engage – What is your contribution to this situation
3. To get curious – How did this situation get to this point and how can we make it better?
4. To build rapport – What do you want the value or outcome of the situation to be?
5. To increase performance – What would be most important to you about improving your performance? Or the performance of this situation?
6. To relieve fear – Is there part of this situation that creates fear for you?
7. To dig deeper – Is there anything else...I should know; you need to know; that would be helpful; that would serve them; that needs to be said?
8. To set context - What pieces of information do you think would be important for me to know?
9. To create clarity – Is there anything that I can clear up in this situation that would help you understand what we are discussing?
10. To relieve judgment – What is your opinion of this situation and how did you come to that opinion?

**NMA** Leadership Excellence **THE ROADMAP<sup>(sm)</sup>**

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