

10-MINUTE COACHING

FEEDBACK VS COACHING

feedback









is focussed on **past** behaviour
its purpose is to **evaluate** and **correct**
it's done by **telling**



coaching

is focussed on **future** behaviour
its purpose is to **develop**
it's done by **asking questions**

8 COACHING QUESTIONS YOU NEED

 What's ON YOUR MIND?	<ul style="list-style-type: none">cuts through small talkreleases the brain loadsupports autonomy	 What ELSE could you do?	<ul style="list-style-type: none">first idea is rarely the bestconsidering more options leads to better decisionsa great add-on question
 What is your MAIN concern?	<ul style="list-style-type: none">helps to prioritise thinkinghelps to focusinvites deeper thinking	 What do you need to STOP doing?	<ul style="list-style-type: none">helps to prioritise workloadencourages responsibility for actions and their consequencessupports autonomy - invites choice
 What do YOU want to achieve here?	<ul style="list-style-type: none">gives people permission to be honest about what they actually want: it's better than hinting, making sarcastic comments, demanding, resenting in silence, or complaining to others	 What do you need FROM ME?	<ul style="list-style-type: none">ask at the end: being too helpful can be unhelpfulyou don't have to say "yes" to everything they ask for help with
 What is your NEXT STEP?	<ul style="list-style-type: none">focuses on the actionemphasises immediacyhelps shrink the change	 What was most USEFUL to you?	<ul style="list-style-type: none">reinforces learningensures you are both on the same pagecreates a good impression of you