



Questioning Skills

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Learning Outcomes for the Session

- State the importance of asking good questions in mentoring and coaching
- Explain the different type of questions that can be asked
- Reflect on the appropriate questions to ask at different times of the session
- Examine the importance of the use of silence in a session

Listening skills



**Not just to words, but to body
language and tone of voice**

Active listening is important

Levels of listening



Level 1 - the mentor hears what is being said by the other person, but focuses upon what it means for them. They interpret the words in their own way and put them in their own context.

Levels of listening



Level 2 is a more focused listening. The emphasis is still on the words but the mentor is focusing upon the mentee's words and context.

Levels of listening



Level 3 - the mentor perceives the emotion, body language, gestures and tones of the mentoree, and places the mentee's experiences and emotions in the mentee's own context.

THIS IS CALLED GLOBAL LISTENING

Silence



As a mentor you must be comfortable with silence

Sometimes it will take a person several minutes to think of the answer they want to give

DON' T INTERRUPT THEIR THOUGHT
PROCESS

Use of silence



- After asking your mentoree a question, before they respond
- At the end of the mentee's answer, when they have finished responding



‘The right word may be effective, but
no word was ever as effective as a
rightly timed pause!’

Mark Twain

Questioning skills



What areas might you cover?

- Physical
- Emotional
- Social
- Intellectual
- Spiritual

Types of questions



- Mentee's interest
- Mentee's agenda
- Clarity questions
- Challenges limiting beliefs
- Incisive questions
- Powerful questions
- Direct questions

Mentee's interest



- Shows respect for the person
- Recognises they can think for themselves
- Recognises they can make their own choices
- ‘Tell me more about...’

Mentee's Agenda



- Helps person become more reflective about their own values, feelings and actions
- Helps to focus on what is really important to them
- ‘What do you feel really passionate about?’

Clarity questions



- Mentor may be unsure what the Mentoree means, so will need to use this type of question
- This involves summarising what has been heard
- This helps the session to flow

Challenging limiting beliefs



- Needs to be used sensitively
- The mentor challenges the person about their thought process
- The way we think will affect our behaviour, so incorrect thoughts need to be challenged
- ‘What is stopping you from...’

Incisive questions



- Helps mentee to think outside the box
- Helps them to think more creatively
- Puts the limiting belief on one side for a moment
- ‘What if...’ question

Powerful Questions



- Helps mentee to think about what they really want
- Helps them search for hidden answers
- Questions tend to be very brief and to the point
- ‘What do you really want?’
- ‘How will you know?’

Direct Questions



- Helps the person to move forward
- Helps to set an action plan of what, when and where they need to take action
- On a scale of 1-10 how committed are you to doing this?