



5 Coach like statements & questions every leader should be using!

Many people love to have the answers – but as a leader, having the answers isn't the answer. Being a leader is about empowering others to come up with their own answer or being able to speak their ideas and thoughts. The next time someone

comes to you with a question or idea, instead of giving your opinion, try using one (or more) of these 5 statements or suggestions to empower another to voice their own opinions or ideas. Another bonus of using these questions/statements is that you are starting to create a space where it feels welcome and ok to voice thoughts, ideas, and opinions.

One final note: It is imperative that you do not judge or 'shoot down' any responses. Remember, it's about being open and listening without judgement.

1. Tell me more.
 - a. This is an excellent statement that shows you are interested in hearing more of what they have to say. Perhaps it's because what has been said isn't quite clear, or perhaps you sense there is more info not being given, or perhaps you want to keep the person talking. Whatever the reason, by asking the person to 'tell you more' invites them to continue with sharing and suggests you are open to hearing their ideas, thoughts, and experiences.
 - b. Keep in mind to use it at appropriate times, i.e., someone is telling you their beloved family pet has passed away would not be the appropriate time to say, 'tell me more'!!!
2. I'd like to hear what you think.
 - a. This is a perfect opportunity to engage others with their own ideas and opinions. I.e., someone comes to you with a suggestion or idea

(perhaps for approval or your thoughts), before giving that yes or no or even your own thoughts, empower the other person by asking them what they think. Even if you make the final decision, by asking the other person what they think shows that you value their opinion and expertise. It also offers an opportunity to open a dialogue between you and that person to discuss strategies, ideas and ultimately, build a relationship between the two of you.

3. How can I best support you right now?

- a. This is a powerful question that offers the opportunity for the person to consider what they really need and offers you clarity on how you can best assist that person. Even if you are not able to directly provide what they need, perhaps you know the right person who can give what they need, or perhaps you can speak on their behalf to get what's needed. Whatever the case, be prepared to act and don't forget to follow up with the person to see how things are going!

4. What's on your mind?

- a. This is a very open question and one that can be used in so many situations. The key to asking this question is to stop talking after you ask it and wait for a response!!!! Otherwise, you are not giving space for them to answer. If your uncomfortable with silence, sing a song (silently in your head!) but remain silent.
- b. Offer it to someone who you may not know well or have much in common with but want to engage them in conversation or to the person sitting in your office that appears to be very uncomfortable to the work buddy that's walking by and sticks their head in your door.

5. What resources are available to you right now?

- a. This question really gets people thinking about what they need, what might be available to support them and forces them to think outside the box. It also can be a great opportunity for a quick brainstorm session between the two of you, which in turns builds a relationship and offers an opportunity to collaborate.