QUESTIONS TO AVOID

- **Closed questions** can shut people down. That’s because a closed question calls for a one word or short response. The coachee doesn’t freely express himself. Convert closed questions to open questions.

- **Solution-oriented questions** are questions that sound like advice with a question mark. For example: “shouldn’t you check...” Avoid questions beginning with should you, could you, will you, don’t you, can you, are you.

- **Seeking the “One True Question”** means searching for “the” question that will reveal underlying issues. It is better to dig a little deeper into what someone has said by saying, “Tell me more,” or “Expand on that.”

- **Rambling questions** happen when a coach asks the same question in two or three different ways then strings along other possible questions. This causes confusion.

- **Interpretive questions** are a result of asking a question that puts a spin on what the coachee has said. For example, if a coachee says, “I have a lot of work.” An interpretive question may be, “How long have you been too busy?” Use the coachee’s own words in your question, “If you have a lot of work, how do you…”

- **Rhetorical questions** are statements of your own opinion of the situation. For example, “What were you thinking?” Change your attitude about the coachee. Get in touch with your emotions and manage your emotions.

- **Leading questions** point the coachee to an answer. For example, “How would you describe the feeling—discouraged?” If you are inclined toward leading questions, offer multiple options.

- **Avoid interrupting** when people speak. Avoid talking over what someone is saying or talking for your coachee. Discipline yourself to count off two seconds after your coachee finishes speaking before you speak.

- **“Why” questions like**. “Why did you do that?” cause the coachee to get defensive. Try using what. “What factors caused you to do that?”