

EMOTIONAL INTELLIGENCE EDUCATION PROGRAM




## Guiding Questions: Memory Aid

An important part of the coaching process is guiding an individual towards an agreed upon goal. When you guide, you provide encouragement, give advice, demonstrate behaviour and ask guiding questions.

Guiding questions are open-ended. They cannot be answered with a simple “yes” or “no”. Open-ended questions usually begin with What, Why, How or Who.

Good coaches ask open-ended questions - pause after asking a question to give an individual time to think and respond – and use mindful listening techniques to create safe and open conversations.

Remember to use the Head (think), Heart (feel) and Hands (do) lens when you are engaging patients and caregivers in conversations using open-ended questions.

Examples of Guiding (Open-ended) Questions	
<ul style="list-style-type: none"> <li>• What do you need to know to help you care?</li> <li>• What are other possible solutions?</li> <li>• What have you tried so far?</li> </ul>	 <p><b>HEAD</b> What caregivers think</p>
<ul style="list-style-type: none"> <li>• How are you feeling about the situation?</li> <li>• What are your concerns?</li> <li>• How are you staying motivated and well?</li> </ul>	 <p><b>HEART</b> What caregivers feel</p>
<ul style="list-style-type: none"> <li>• Why is this task a concern for you?</li> <li>• What skills would you like me to demonstrate?</li> <li>• How are you balancing your caregiving duties with other activities?</li> </ul>	 <p><b>HANDS</b> What caregivers do</p>