

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

The Canadian Home Care Association (CHCA) is a national non-profit association dedicated to strengthening integrated community-based care. Through our diverse membership, the CHCA represents public and private organizations that fund, administer and provide health care services in the home and community care sector. Partners in Restorative Care is an innovative capacity-building project to enhance home care providers’ abilities to recognize, understand and address both the physical and emotional challenges experienced by caregivers through Emotional Intelligence training.

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