

## EMOTIONAL INTELLIGENCE EDUCATION PROGRAM

# Build your Coaching Questions Toolkit

Whenever you come across a good question through various encounters—remember it and try it out in your circumstances. If it works for your objectives and personal style, add it to your Questions Toolkit. By practicing with intent, you learn to ask good coaching questions and adjust questions to suit your needs. Please continue to add your own topics and questions to your toolkit.

Your Questions Toolkit can be used as:

- A quick reference guide to ask good coaching questions.
- A list where you can select a coaching question or two for practice. This will help the questions to stick through repetition.
- A self-coaching tool to help you think better and self-reflect by using the questions. A great way to enhance your Emotional Intelligence

<h3>Understanding the Situation</h3> <ul style="list-style-type: none"> <li>• What is the impact of this situation on you?</li> <li>• What are you most concerned about?</li> <li>• What questions are on your mind?</li> <li>• What is already working?</li> <li>• How are you coping with the situation?</li> <li>•</li> </ul>	<h3>Clarifying Goals</h3> <ul style="list-style-type: none"> <li>• What is important to you?</li> <li>• What outcome would you like to have?</li> <li>• What is your biggest hope?</li> <li>• How will you know when you reached your goal?</li> <li>•</li> <li>•</li> </ul>
<h3>Identifying Issues</h3> <ul style="list-style-type: none"> <li>• On a scale of 1(not important) to 10 (very important) – how important is it for you to solve this issue?</li> <li>• What causes this issue?</li> <li>• When must this issue be solved?</li> <li>•</li> </ul>	<h3>Seeking Resources</h3> <p>What resources do you have?</p> <ul style="list-style-type: none"> <li>• Who can you ask for help?</li> <li>• What is already working well?</li> <li>•</li> <li>•</li> </ul>
<h3>Exploring Options</h3> <ul style="list-style-type: none"> <li>• What solutions can you think of?</li> <li>• What are your options?</li> <li>• What else can you think of?</li> <li>• What can you do more of or do better?</li> <li>• What could be improved?</li> <li>•</li> <li>•</li> </ul>	<h3>Making Decisions</h3> <ul style="list-style-type: none"> <li>• What decisions do you need to make?</li> <li>• Who needs to be involved before a decision is made?</li> <li>• What does your heart/gut tell you?</li> <li>• What happens if you decide to do nothing or unable to reach a decision?</li> <li>• What will make this decision work?</li> <li>•</li> </ul>

\* Adapted from Coaching in the Moment by Tan Swee Heng 2017

“ I keep six honest serving-men, They taught me all I know: Their names are What and Why and When, And How and Where and Who. ”

—Rudyard Kipling