

The Experience Effect Coaching

Effective Coaching Questions

Understanding the reason for asking questions leads to asking more effective questions. The primary purpose of asking employee's a question is to get them to *think*. Yet most managers are asking ineffective questions that result in defensive and disengaged employees.

A few examples of the most common ineffective questions your managers are currently asking:

- How was training?
- Did you read the email about that?
- What does the policy say about that?
- Did you know you could have found that on the intranet?
- Why didn't you meet your goal?
- How many cross-sells do you have today?
- What could you have done better?

Asking effective coaching questions is one of the most critical and challenging topics we will cover with your managers. This session addresses the elements of effective coaching questions while challenging current ineffective questions used by most managers.

Your management team will walk away with an arsenal of questions they can begin using immediately to enhance employee performance and competency. Once mastered, effective coaching questions take sales and service to another level. Your managers will know how to get your employees to think about the impact they are having on members, co-workers and the credit union. The result is an exceptional sales and service experience.

Judge a man by his questions rather than his answers.
~Voltaire