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SQUARE

Inspiring your coaching journey

Change your questions – change your life

- Great results begin with great questions – Keep asking questions.
- Question THINKING provides a solid new way of thinking that can make a positive difference in all our lives
- We can intentionally affect the future by designing the most powerful questions for getting us there.
- Question Thinking provides a “how to” for bringing about genuine, sustainable change



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The best way to solve a problem

- Do I believe the best way to fix a problem is to look for the right answers ?
- Or can I believe that the best way to solve a problem is to come up with better questions ?
- The inquiring coach helps you to QUESTION EVERYTHING – can I accept that challenge ?



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From limiting belief to ...

- Question : What is your biggest asset
 - I'm the Answer man, the Go-to guy – that's what business is all about. My motto is; get the right answers and be ready to back them up
- Is there a single question you would say characterizes the way you operate ?
 - How can I prove I'm right ?
- Do your efforts to prove that you're right work with your wife ?
- Question Thinking can literally put action into your thinking – it's a great way to create a foundation for making wiser choices



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Internal Dialogue

- Thinking actually occurs as an internal question and answer process. We often answer our own questions by taking some action. Ex when you got dressed this morning, you went to your closet, or dresser – or maybe even the floor – and asked yourself questions like : Where am I going ? What's the weather ? What's comfortable ? Or even, what's clean ? You answered your questions by doing something. You selected some clothing and put it on. You are, in effect, wearing your answers.
- When we get stuck, it's natural to go on a hunt for answers and solutions. But in doing so we often unintentionally create blocks instead of openings. To solve our problems we FIRST need to change our questions; otherwise we'll probably just keep getting the same old answers, over and over and over again.



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NEW questions

- Can totally shift our perspectives, moving us into fresh ways of looking at problems. Questions have even changed the cours of history. Long ago, nomadic societies were driven by the implicit question “how do we get ourselves to water ?”
- (which is what kept them nomadic)
- Look what happened when their implicit question changed to “How do we get water to come to us ?” That new question initiated one of humanity’s most significant paradigm shifts. It ushered in agriculture, including the invention of irrigation, the storage of water, digging wells, cultivation, and eventually the creation of cities.”



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You hit the wall

- As an Answer man your dogged determination to find the right answers has led you to some brilliant breakthroughs. However, the line between having the right answers and being perceived as a know-it-all is a thin one, indeed. You could even come off as arrogant and uncaring.
- Where people are concerned, there's a certain magic in getting just the right mixture between questions and answers as a leader.
- Ask yourself questions like :
 - What can I do to get people more engaged and working together effectively ?
 - Do I listen to people's questions and suggestions ?
 - Do people feel respected by me ?
 - Do I encourage others to take initiative, ask questions, and contribute their own ideas ?
 - Would you agree that you're looking for ways to change ?



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The observer self

- Really effective, intentional change begins with strengthening your observer self. The better you can see what's already there – that's where the observer self comes in – the better you can apply the right skills and strategies to make the changes you want.
- Self observation questions :
 - Should I be questioning my own assumption about the power of answers ?
 - Was my resistance getting in the way of listening objectively to what he had to offer ?
 - Could I really change and did I really want to ?



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The CHOICE MAP

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- It helps us to become better observers of the 2 basic paths we take in life : the learner path and the judger path
- When things aren't working, you can use this map to figure out what's in your way and find a better path for getting what you want
- Choose or react : a way of observing my own choices and actions
- Every single one of us has judger moments, it's a natural part of being human
- It illustrates what happens when we follow those 2 paths – it is not about labeling people
- At nearly every moment of our lives, we're faced with choosing between taking the learner or the judger paths.
- With judger mindset we eventually end up stuck in the mud – with learner mindset we can discover new possibilities
- Real choice begins when we can be mindful enough to observe our own thoughts and feelings and the language we use to express them
- This is the key to success – the observer self : where am I right now ? What's present ? Am I in judger or in learner ?
- If we can't observe our own thinking, how can we manage it ?
- **Things happen to us all the time. You don't have much choice about that. But where we do have choice is in what we do with what happens.**

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No one can help anyone from a judger place

- There's no good or bad, no good or wrong. There is just what happens.
- Do you make the choice to bombard yourself with negative self-questions ?
- These negative self-questions send us right into the judger pit.
- Self-correction by self-observing is a natural capacity and the choice map can help you for increasing that capacity
- Without focussing on the bigger picture, you're on automatic pilot and reacting mindlessly.
- Catch your own judger that brings you in the judger pit just by judging on yourself



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Learner/judger questions

- When 2 people are in judger in a conflict, the one who wakes up first has an advantage.
- That person can choose to go learner and turn the situation around for both of them
- The signals for catching yourself yourself in judger are obvious once you know how to spot them. Your body and your moods will tell you.
- Ask yourself these questions :
- Judger questions
 - Whose fault is this ? What's wrong with me ? Why am I such a failure ? Why is everybody so stupid and frustrating ? Haven't we already been there, done that ? Why bother?
 - This brings you in a mood that is hopeless, helpless, pessimistic, negative, depleted, depressed, uptight, victim, loser
- Learner questions
 - What works ? What am I responsible for ? What do I want ? What can I learn ? What are the facts ? What's useful about this ? What is the other person thinking, feeling, and wanting? What's the big picture ? What's possible ?
 - This is open, upbeat, lighter, energizing, curious, optimistic
- Once your observer skills are stronger, you'll be able to zero in on what kinds of questions are getting you stuck. Then you'll be able to craft new questions to carry you right into learner territory.

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We're all recovering judges

With judger mindset, the future can only be a recycled version of the past

- Judging is not the same as being judgemental
- Judging has the meaning of discerning, assessing and this is a useful competence
- Being judgemental has the meaning of attacking and condemn self/others



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Accept JUDGER and practice LEARNER – moment by moment by moment

JUDGER Mindset

Mindset

- Judges self/others
- Reactive and automatic
- “I know it all”
- Guilt, blame
- Not flexibel, stiff
- Selfrightness
- Only own perspective perspectives
- Defending presuppositions presuppositions
- Limited number of possibilities
- First impuls : protection
- Thinking either/or (yes, but...)

Learner

accepts self/others
responsive and thoughtful
I do not know
responsability
flexibel, adapting
inquisitive
looking from 3 different
questioning
options, several possibilities
first impuls : curiosity
thinking and/and (yes, and..)



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Change begins with the person who wants to change

DEVELOPPING DIFFERENT RELATIONSHIPS

JUDGER

- Win/lose
- separated
- Fear for differences
- Feedback = rejection
- Right/not right
- Agree/disagree
- fight:/flee/attack
- Problem focused

LEARNER

win/win
connected
values differences
feedback = valuable
factual information
understanding
cocreative partnership
solution focused



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Either you have your judger or your judger has you

Being in the “judger pit” arises questions like :

- Why am I such a failure?
- Why are they so stupid?
- Why bother? What’s wrong with me/them ?

And doesn’t give any resourceful answer...but give

- Automatic Reactions
 - Blame Focused
 - Win-Lose Relation



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Switching questions

Ask Learner Questions to Avoid Judger pit

- What happened?
- What do I want?
- What are the facts?
- **Choose**
- What assumptions am I making?
- What can I learn?



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Blame keeps us stuck in the past. Responsibility paves the path for a better future

- What are they thinking, feeling, and wanting?
- What am I responsible for?
- What are my choices?
- What's best to do now?
- What's possible?



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**Switching is what makes it
possible to change !
Switching is where the action is !**

from JUDGER to LEARNER

- Thoughtful Choices
- Solution Focused
- Win-Win Relating



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ABCC choice process

- **A**ware : where am I now?
- **B**reathe : take a deep breathe and take a little step back ?
- **C**uriosity : do I know what happened?
What are the facts here?
- **C**hoose : What are my choices now?



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Where you stumble there your treasure is

- Thoughts Feelings Circumstances or anything that impacts us at any moment : be aware of them
- Recognize your mindset and then remember which choice you want to make.
- GO TO ABCC choice process



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Curiosity is the fast track to learning

- Curiosity opens the mind for observation and fresh information
- With the mindset of a child, open to the wonders of life
- accepting not-knowing
- inviting new thoughts to come up



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Q STORMING

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- Within your team, organize a brainstorming session on questions instead of a brainstorming session on answers, as you usually do.
- Let everyone participate on asking as much questions as possible, no limits, no restrictions
- Then regroup questions in clusters of questions and start to ask even more questions
- Cover all aspects of the item on which you want to qstorm
- Install this way of brainstorming as a habit during sessions of management meetings, team meetings,.....
- Experience the quality of this approach , creating a larger perspective, generating teamcommitment, creating all kinds of possible options



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A question not asked is a door not opened

- **Example for self analysis or in a coaching session**
- Where are you now?
- What did you try to do and what did you really do?
- What was your intention?
- What is the effect of it on yourself and on the others?
- What went well?
- How did you apply this in your job?
- What went not so well?
- What is the idea, the assumption beneath this?
- How would you quote the effect from 1 to 10?
- Where do you want to get better?
- How can you do this, with who, when, where?
- What else do you need?
- How do you feel and think of it yourself when you do this?
- What is so typical for you?, for your company?