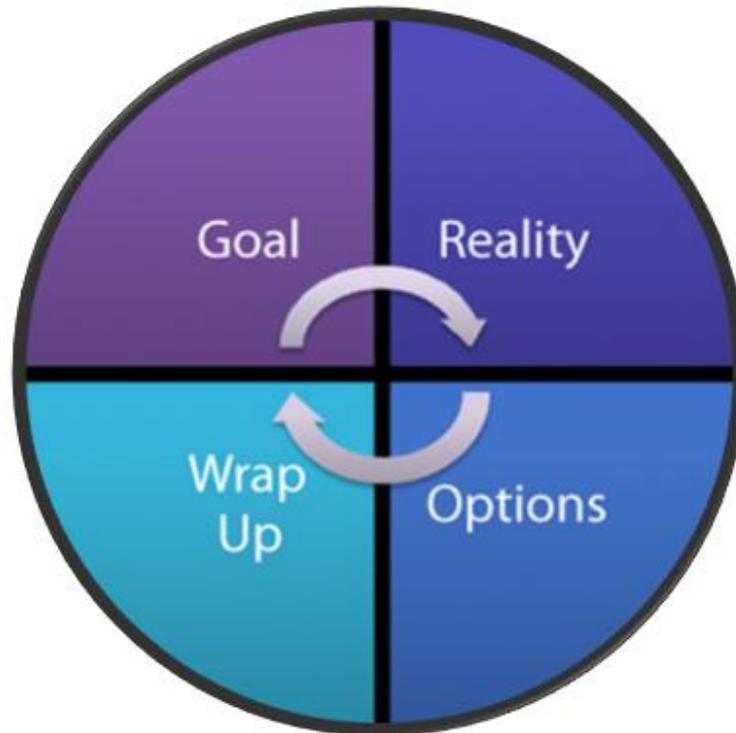


The GROW Model and the Art of Questioning

The GROW model is a common coaching tool used by many great coaches to structure their coaching sessions. Following the model means you get to ask a lot of questions, and your team member gets to do a lot more thinking.



The purpose of asking questions

GROW is a very question-based model. Here are some good reasons to ask rather than tell:

- To find out information
- To seek clarity
- To build a relationship
- To provoke or stimulate emotions
- To facilitate insight and understanding in the person being asked the questions
- To lead the discussion to a particular outcome
- As a way of making a statement
- To allow communication to occur.

It is really important when coaching that you ask questions that come from a place of genuine enquiry; that you are asking questions to get the other person to think for themselves. Be clear on your purpose in asking the question: where are you coming from?

Here is a summary of the process and some examples of good questions.

Goal	<p>Identify what they would like to achieve, both as a result of the conversation, and the overall outcome/goal:</p> <ul style="list-style-type: none"> • What would you like to be different when we finish our conversation? • What do you want to achieve? • What does success look like? • What is so attractive about this goal? • What would you like to happen that is not happening now; or what would you like <i>not</i> to happen that is currently going on?
Reality	<p>Get in to the specifics – their take on what the current and potential reality is.</p> <ul style="list-style-type: none"> • What's happening now? • What is stopping you from achieving this goal? • What is holding you back? • What is <i>really</i> going on? (Intuition) • What is your situation right now? • What have you done or tried already? What was the result? • What other factors are having an impact on the current situation? • Who else is relevant? What is their perception of the situation? • What will motivate you? • What's getting in the way? • Do we need to refine your goal? <p>During this part in the process, it can be useful to give specific feedback and also to check assumptions they may be making (for good or bad)</p>
Options	<p>Generate a full range of options for <i>achieving</i> the goal/solving the problem:</p> <ul style="list-style-type: none"> • What options do you have (do not worry about whether they are realistic at this stage)? • What are you doing that's already working? • What strengths do you have that can help you achieve this goal? • Do you know anyone who has achieved this goal? What can you learn from them? • What would happen if you did nothing? • Would you like me to offer you some options? • What are the benefits and pitfalls of these options? • Which options are of interest to you? Which options do you prefer? • Rate from 1–10 your interest level in, or the practicality of, each of these options. • From what we've discussed, what is the best way forward for you?
Wrap Up	<p>Commit to action:</p> <ul style="list-style-type: none"> • Confirm the chosen option for achieving the goal/solving the problem. • Make steps SMART. • Agree what support will be given.