

The 'SOAR' Coaching Model inc Open Questions

- Never judge the person or situation.
 - One question at a time.
 - No leading questions or spoon feeding.
-

S – Status Quo

- Talk me through what's happening now.
- What led up to this situation?
- What barriers or obstacles have you faced?
- Why did you make that decision?
- What influenced you to behave that way?
- How has this situation affected you?
- Why did you take that approach?

O – Objectives

- So, what is the goal you've set yourself?
- How will you know if you've succeeded?
- What does success look like?
- Why do you want to achieve this goal?
- How will you feel if you don't achieve this goal?
- How important to you is achieving this goal?

A – Alternatives

- So, what do you think your options are?
- What's the best / worst thing about each option?
- If you didn't have any restrictions or constraints, what would you do?
- What other approaches might bring you success?
- What would your customer suggest?
- What do you think I might suggest?
- Who else has been in this situation that you can talk with?

R - Recipe (Resources, action steps, check-ins, dates)

- When are you going to start / finish?
 - What actions are you going to take?
 - What's the first / next thing that has to happen?
 - Who could help you?
 - How are you going to make sure you actually do it?
 - On a scale of 1-10, how confident are you? Why?
-

- You extract information.
- You don't necessarily tell them anything new.