

Consultative Influencing Skills

Sample Question Types

Background Questions

So, what's going on?
How are things anyway?
How do you go about doing what you do?
What tasks are you responsible for on a day-to-day basis?
What are your project commitments at the moment?
What does 'performance' mean to you?
How are you handling things right now?
Tell me a little about your current responsibilities/situation?
What's working for you at this time?
How many personnel are reporting to you?
So, how about you walk me through the situation as you currently see it?
What's the primary focus of your current role?
What current strategies are you engaged in this year?

Problem Questions – *Challenges, Frustrations, Issues, Concerns, Difficulties, Glitches*

What are the major *issues* facing you right now?
How *satisfied* are you with your/their performance?
What is *concerning* you most?
What would be one area that you feel *need's some attention*?
What *challenges* you most?
What *frustrations* are you experiencing in performing your role?
In an ideal situation, what areas would you *change* to be more effective?
What *demands* are you struggling with at the moment?
What is *impeding* progress with that project?
What else are you *worried* about?
What do you see as being the main *obstacles* in moving forward?
What's causing you *pain* at the moment?
What other *concerns* do you have?
What's keeping you up at night?
Anything else *bothering* you?

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Consequence Questions – *Effect, impact, implications, ramifications, repercussions*

What *impact* is that having on your staff/colleagues?

What other *effects* might it have?

So what happens as a *result* of that?

How does that *affect* you?

What *implications* occur as a result of that happening again?

So the *repercussions* of that are.....?

That must have all sorts of *ramifications*.....what might some be in your opinion?

If you can't resolve this, *what might happen*?

How does that *affect*

How do you think feels about that?

Does that challenge *cause others*? How specifically?

Tell me more about that?

Anything else??

Value Questions – *Advantage, Plusses, Benefits, Outcomes, Positives, Ideals*

If you could *eliminate* that issue, *what might occur*?

What *advantage* is there to you by *solving* this concern?

So, if there was a way to *resolve* this, what *plusses* might you realize?

If your people were more organized, what *gains* in productivity might we see?

How might it *help* in other areas?

How specifically would that *assist* your situation?

What other *benefits* might that lead to?

How would that possibility *reward* their efforts?

What exactly would that *achieve* by *going down that road*?

What's *in it for us/you* by *following that possibility*?

What *improvements* would you realize by *doing that*?

How could that be best *accomplished* do you think?

So let's summarize shall we. What will this *add up to* eventually? How exactly will things be *different than they are now*?

What *results* might you then realize?

Anything else??

Coaching Model

