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| WHY SHOULD MANAGERS DO MORE COACHING?Coaches take an Ask vs. Tell approach. So how can a Manager behave more like a Coach? Ask good questions to enable the process.The Heart of Coaching = Effective Conversations**What makes a conversation “effective”? It’s about a dialogue (asking), not a monologue (telling). The best coaching questions are:*** Open-ended
* Focused on useful outcomes
* Non-judgmental (don’t ask “why?”)

**Open-ended/Inviting Questions:*** Where are you on “x” job?
* How can I help you?
* Can you tell me about this error?
* What criteria are you using?
* What other approaches might you take next time?
* How are your emotions influencing your perception of the situation?

**Close-ended/Irritating Questions:*** Are you finished with “x” job yet?
* What’s your problem?
* Are you responsible for this error?
* Will this really solve the problem?
* What in the world made you do it?
* That’s clear enough, isn’t it?
* Didn’t I go over this already?
* Why didn’t you do “x”?

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