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| **Powerful Questions**  These questions can help you improve your communication and understanding of the client or staff member.  **Identification of issue:**  These questions can be used in client interviews and meetings, settlement negotiations and to work with others in solving problems.  What seems to be the trouble?  What do you make of \_\_\_\_\_\_\_\_\_?  How do you feel about \_\_\_\_\_\_\_\_\_\_\_\_\_?  What concerns you the most about \_\_\_\_\_\_\_\_\_\_\_\_\_?  What seems to be the problem?  What seems to be your main obstacle?  What is holding you back from \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?  What do you think about doing X this way?  **Further information:**  These questions can be used in depositions and to find out what someone has already done to resolve a work problem.  What do you mean by \_\_\_\_\_\_\_\_\_\_?  Tell me more about \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  What else?  What other ways did you try so far?  What will you have to do to get the job done?  **Outcomes:**  These questions can be used in settlement negotiations or while working with staff to plan how to do something.  How do you want \_\_\_\_\_\_\_\_\_\_\_\_ to turn out?  What do you want?  What is your desired outcome?  What benefits would you like to get out of X?  What do you propose?  What is your plan?  If you do this, how will it affect \_\_\_\_\_\_\_\_ ?  What else do you need to consider?  **Taking Action:**  These questions can be used in working with staff.  What will you do? When will you do it?  How will I know you did it?  What are your next steps?  **Irene Leonard**, JD & MCC, Lawyer Business Coach, as well as teaching people the value of effective questions, Irene practices the art of effective questions to help her clients achieve their professional goals faster and with great results.  You can connect with Irene @ [CoachingForChange.com](x-webdoc://E6FEF279-EC4A-4621-B3C1-A50AF2766B89/www.CoachingForChange.com)or [LawPractice-Management.com](x-webdoc://E6FEF279-EC4A-4621-B3C1-A50AF2766B89/www.LawPractice-Management.com) |