SOON Coaching Questions

Help people develop insights and solutions sooner by using the LifeLabs Learning SOON Funnel.

Clarification
● What does ____ mean to you? (e.g., prioritization)
● Can you give me an example?
● On a scale from 1-10, what would you say your current level of ____ is? (e.g., motivation)
● What’s important to you about it?

Success
· What would success look like (for this issue)?
· What would tell you that you’ve reached your goal?
· How should we best go about thinking about this?
· What would be the benefit?
· What do we hope to achieve in the next __ minutes?
· What is the purpose of this meeting?
· What decisions need to be made?
· What are your decision criteria?

Obstacles
· What are the obstacles?
· What is holding you back?
· What might get in the way?
· What concerns you most about it?
· What are your hesitations?
· What might be the unintended consequences?
· What are the advantages or disadvantages?
· Whose buy-in do you need to get?

Options
· What are the options? What else?
· What have you tried so far?
· Would you like to brainstorm on this idea?
· When does this problem occur? When doesn’t it occur?
· What’s working well?
· What other angles can you think of? Other possibilities?
· How else could a person handle this?
· If you could do anything, what would you do?
· Who can help with this? Who else needs to be involved?
· If you could do it over, what would you do differently?

Next Steps
· What are your next steps?
· What’s the first small step? An even smaller step?
· What is the action plan?
· What needs to be done to get this moving?
· How committed are you to doing this? (1-10 scale)
· What would increase this score by one point?
· What will influence the timing? When will you start?
· What is the back-up plan?
· What can we learn that we can use in the future?
· What can we repeat/do differently moving forward?

LifeLabs Learning is the go-to leadership skills accelerator for 1,000+ innovative companies. We train managers and teams in ‘tipping point skills’ — small changes that make a big impact on performance and engagement — and help weave them into the fabric of company culture. Our learning experiences are short, fun, science-backed, and immediately practical.