

CLARIFYING QUESTIONS

Use clarifying questions to improve your listening and understanding. Sometimes we *think* we understand what the person is saying, but they mean something different.

And this is not just for your understanding. By asking a person to clarify, they explain more fully. In doing so they often reveal meaning. This allows them to gain awareness and for you to “coach the person” more easily.

CLARIFYING MEANING

What do you mean by ...? (*“significant contribution”*)

Could you give an example of ...? (*“being on top of things”*)

What does ... mean to you? (*“more responsibility”*)

CLARIFYING DESIRES

What would it look like if you were ...? (*“a better manager”*)

What would you do differently if you were ...? (*“more intentional”*)

CLARIFYING THOUGHT PROCESS

What makes you say that?

What leads you to that conclusion?

CLARIFYING BEING

What is happening inside you as you talk about this?

What are your thoughts on what you’ve said so far?