

# Coaching Comments and Reviews



Celebrate the successes

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Talk about what needs work

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Provide reflective questioning

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Guide the team to some next steps

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**What:** The following list of question stems is designed to help capacity building coaches in their work with teams as one of the three skill sets required for communicating effectively.

**Why:** One of the most important jobs of a capacity building coach is to ask thoughtful questions for specific purposes. This document will provide guidance in developing thoughtful questions that will help a team move forward effectively.

**How:** As a capacity building coach, careful thinking about the type of question you want to ask is important. Considering the purpose of your question will help you choose effective questions. The question stems below are grouped by intended purpose.

**PURPOSE: Asking Questions That Seek Reasons/Evidence**

- What events could have happened that...?
- Can you compare ...?
- Do you know another instance where...?
- What was the turning point...?
- Can you share an example...?
- Is the evidence/data clearly linked to....?
- Does the evidence/data include qualitative and quantitative components...?
- What evidence supports.....?

**PURPOSE: Asking Questions That Help the Team Shift from Descriptive Conversations (e.g., facts, information, actions) to Interpretive Conversations (e.g., analysis, comparison, evaluation)**

- What changes would you make to solve...?
- Can you elaborate on the reasons why...?
- How would you estimate the results for....?
- What conclusions can you draw...?
- Why was this project successful...?

**PURPOSE: Asking Questions That Require More Than a Yes or No Response**

- Why do the results show....?
- What can you tell me about...?
- What happened after...?
- What differences exist between...?
- Can you tell me more about...?
- Can you help me understand why...?

**PURPOSE: Asking Questions That Help Identify Issues within the Context of the Bigger Picture**

- What is the relationship between...?
- Has this ever happened before...?
- Why did these changes occur...?
- What do you think are some of the motives behind...?
- Why do you think this is happening...?
- Can you elaborate on the reason...?
- Why was this project successful...?

**PURPOSE: Asking Questions that help the Team Set goals and Determine Actions**

- What changes could be made to solve...?
- What would happen if...?
- What can be done to minimize/maximize...?
- What would you recommend....?
- How would you prioritize...?
- How might this look different...?
- What other ways do you plan to...?
- Can you elaborate on the reason...?
- What would happen if...?
- Can you propose an alternative...?

**PURPOSE: Asking Questions that Direct Focus Back to the Team**

- Can you tell me more about...?
- What evidence supports...?
- What do others think about...?
- Has this question been asked before...

