



What now?

Talking things through.

Use these questions after something has gone wrong for a colleague or someone in your team, whether they caused it or were caught up in it. They help the other person look back at what happened and decide what to do about it. A hard conversation handled well builds trust.

Work through the rows in order, choosing one or two questions from each. Ask a question, then give the other person time to answer before you speak again. With a student, the same questions work in simpler words. This is for a coaching conversation. If the matter could lead to formal action, follow your school's procedures instead.

	Understand what happened	<ul style="list-style-type: none"> - Can you walk me through what happened? - What were you thinking at the time? - What else stands out when you look back?
	Get the detail	<ul style="list-style-type: none"> - What was said or done, as you remember it? - When did things start to change? - What else happened that might matter?
	Explore the impact	<ul style="list-style-type: none"> - How has this left you feeling? - What has been hardest about it? - What else is going on for you at the moment?
	See other points of view	<ul style="list-style-type: none"> - Who else has been affected, and how? - How might it have looked from where they were? - What else could explain how they reacted?
	Reflect on their own part	<ul style="list-style-type: none"> - Which parts of this were within your control? - Looking back, what would you do differently? - What else could you have tried at the time?
	Agree how to put it right	<ul style="list-style-type: none"> - What would help to put things right? - Who could help you follow it through? - What else needs to happen?
	Learn from it	<ul style="list-style-type: none"> - What have you learned from this? - What would you do the same way next time? - What else will you take away from it?



What next?

Thinking things through.

Use these questions when a colleague wants to get better at something. Good coaching questions leave the thinking with the person doing the work, so they set the goal and choose the next step themselves. Listen more than you speak. People are more likely to follow through on a plan they have made for themselves.

	Clarify the goal	<ul style="list-style-type: none"> - What do you want to be doing better? - What would make this worth the effort for you? - What else would you like to change?
	Picture success	<ul style="list-style-type: none"> - What would it look like if this went well? - How would you know you had got there? - What else would show you were making progress?
	Look at where things stand	<ul style="list-style-type: none"> - What is happening at the moment? - What have you tried so far? - What else is worth knowing?
	Name what is in the way	<ul style="list-style-type: none"> - What is getting in the way? - When do you find this hardest? - What else makes it difficult?
	Draw on past experience	<ul style="list-style-type: none"> - When have you handled something like this before? - What helped then? - What else has worked for you?
	Widen the options	<ul style="list-style-type: none"> - What are your options? - What might a colleague you admire try? - What else could you do?
	Choose the next step	<ul style="list-style-type: none"> - Which option will you start with? - What will you do first, and when? - What else will help you keep going?
	Check the commitment	<ul style="list-style-type: none"> - Out of ten, how likely are you to do it? - What would make that number higher? - What else would help you follow it through?

Page 1 is based on the restorative questions of the International Institute for Restorative Practices. Page 2 follows the GROW coaching model made widely known by Sir John Whitmore. The “What else?” question comes from Michael Bungay Stanier’s book *The Coaching Habit*.