

Coaching tips and questions for today's hybrid leaders

To effectively coach people you can't see, certain skills and qualities are particularly valuable:

- **Active listening:** Active listening becomes even more crucial in remote coaching. Since you can't rely on non-verbal cues, it's essential to listen attentively to the client's words, tone, and emotions conveyed through their voice. This helps you gain a deeper understanding of their needs, concerns, and aspirations.
- **Empathy and intuition:** As a remote coach, you need to rely on your empathetic skills and intuition to understand the client's emotions, motivations, and challenges. Empathy allows you to connect with the client's experiences, even without the visual cues, while intuition helps you sense subtler signals and guide the coaching process effectively.
- **Effective questioning and communication:** The ability to ask insightful questions and communicate clearly is vital in remote coaching. You should be skilled at using probing questions to uncover underlying issues, facilitate reflection, and encourage the client's self-awareness and growth.
- **Adaptability and flexibility:** Remote coaching requires adaptability and flexibility to navigate the technological challenges and varied client environments. You may need to adjust your coaching approach, tools, or techniques to accommodate the remote setting and ensure a meaningful coaching experience.
- **Strong coaching presence:** Since you can't rely on physical presence, developing a strong coaching presence becomes essential. It involves projecting authenticity, confidence, and a sense of calmness through your voice, words, and overall demeanor, creating a safe and supportive space for the client.

Younger workers – feeling more isolated than other generations

- Want to be learn, be challenged and supported
- Equity, transparency, fairness – all important – including pay equity
- To build trust and a stronger connection with this generation, you must prioritize transparency and open sharing of information
- Want to know what is expected of them to advance and how they can be in control of their future.
- Want to know how their individual contributions and role in the team help support the organization's mission differentiates them.
- They make career choices and purchasing choices driven by the impact these make in the world.
- Gen Z seeks to make informed decisions on their own. They need room for experimentation to prove themselves.



- Emotional intelligence, situational awareness – something many younger workers don't have, yet
- Gen Z's top wish for their leadership is that they care about well-being and mental health.
- More than any other generation, this cohort is looking to those in positions of authority to prove themselves with transparency and follow-through.

Coaching questions to consider

- What does success look like to you?
- What are you learning from this particular workstream or project?
- What has been challenging for you on the team, and what suggestions do you have for improving?
- How can I best support you and hold you accountable for the results you want to achieve?
- What advice would you give a friend in your same position?
- If I asked your closest friends to describe you, what do you think they'd say?
- What is a small step you'd feel comfortable taking right now?
- What do you want to be known for?
- What energizes you?
- What can someone do to earn your trust?
- What is the hardest part of this situation for you?
- What are the questions you want to be asked?
- How do you approach obstacles?
- Is there someone in your life you wish you were more like?
- What are your core values?

Kick-off/rapport

- What's on your mind?
- And what else? or Tell me more.
- What is your focus right now?
- What would make this a worthwhile conversation today?
- What would be the most helpful to cover today?
- How can I best help you?
- Based on your priorities and accountabilities, what would you like to focus on today to help you move forward?



Career

- What makes you feel fulfilled at work?
- What matters the most to you at work?
- What are your strengths?
- Are your strengths being used?
- Who do you admire at work? Why?
- What do you need to do to move closer to your career goals?
- What would be an inspiring future role for you to work towards?
- If you had a magic wand and could change anything, what would that be?
- How do you feel you can best contribute to helping the company achieve its objectives?
- What would others most likely come to you for help or advice on?

Goals

- What does success look like?
- How will you know you've achieved it?
- What progress have you made toward your goal?
- What's helping/what's holding you back?
- What resources are you missing? How would it help if you had it?
- Do you know anyone who has achieved a similar goal? How did they do it?

Problem-solving

- Have you encountered something similar previously? What did you do?
- What options/alternatives do you have?
- What would happen if you did nothing?
- What is the best and worst-case scenario?
- What is the actual problem you're trying to solve?
- What information are you missing to make a decision?
- How can you test assumptions/alternatives?

Skill development

- What do you want to learn or develop to help you in a future role?
- What do you find challenging today?
- How would developing this skill help you and the team?
- What's holding you back from learning this skill?
- What skills would you need to expand or change your role?
- What new skills do you feel you need in preparation for a promotion?
- What skills would make it easier for you to achieve your goals?
- What experiences do you feel you need to prepare you for your next role?



guidedinsights

*breakthrough conversations
for bottom-line results*

Motivation and resilience

- What do you feel you're missing to help you move forward?
- How will you stay motivated throughout the process?
- How will you respond to this situation?
- What is in your control?
- What's holding you back? How can we change that?
- What might be another interpretation of that situation?
- What would you do if you knew that you couldn't fail?
- If you could change the situation, knowing what you know now, what would you do differently?

Action planning and accountability

- How will you get started?
- What are your milestones?
- What tactics will you use?
- What will you do to prepare for each step?
- Are there any obstacles that we need to remove?
- How can I support you?
- How will you hold yourself accountable?

Helpful links:

[30 Awesome Coaching Questions for Leaders | The HR Gazette \(hr-gazette.com\)](http://hr-gazette.com)

[130 of the Most Powerful Questions a Coach May Ask You | Indeed.com](http://indeed.com)

[101 Coaching Questions Employees Wish You Would Ask \(niagarainstitute.com\)](http://niagarainstitute.com)

[Young Professionals in the Workplace | Newport Institute](http://newportinstitute.com)