Directive and Non-Directive Questioning

The table below shows directive questions and how you can make directive questions more non-directive.

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| **Directive** | **Non-directive** |
| Your goal should be to do X | What do you want to talk about today?  What is your goal for this coaching session?  What outcome do you want from this? |
| You said you would do X but you haven’t. When are you going to do it? | I see you haven’t done what you agreed last session. What is preventing you from taking these next steps?  Tell me your thoughts on this |
| Maybe you need some assertiveness training | Tell me a bit more about what happened  What would help you with this?  How would you like to deal with these types of situation? |
| You really should talk to your manager | Who can help you with this?  What could your next step be?  What do you think your manager would say? |
| What I’d advise is... | What do you think?  Tell me what you think  What are your options?  [I can offer a suggestion which may or may not help, would you like to hear it?] |
| My opinion is… | What’s your opinion on this?  What I’m hearing you say is… |
| Go and talk to HR about this\* | Where could you get additional information about this?  Who could help with this?  What would HR say about this? |
| If you are not getting an interview for the jobs you are applying for, you are probably applying for the wrong job | What do you think are the reasons you are not getting interviews for the posts you have applied for?  Tell me more about the jobs you have applied for  Tell me more about this situation |

\*You can take off the mentoring hat if you think you need to advise someone to talk to HR. You are also within your rights to say that you cannot help with an HR issue.