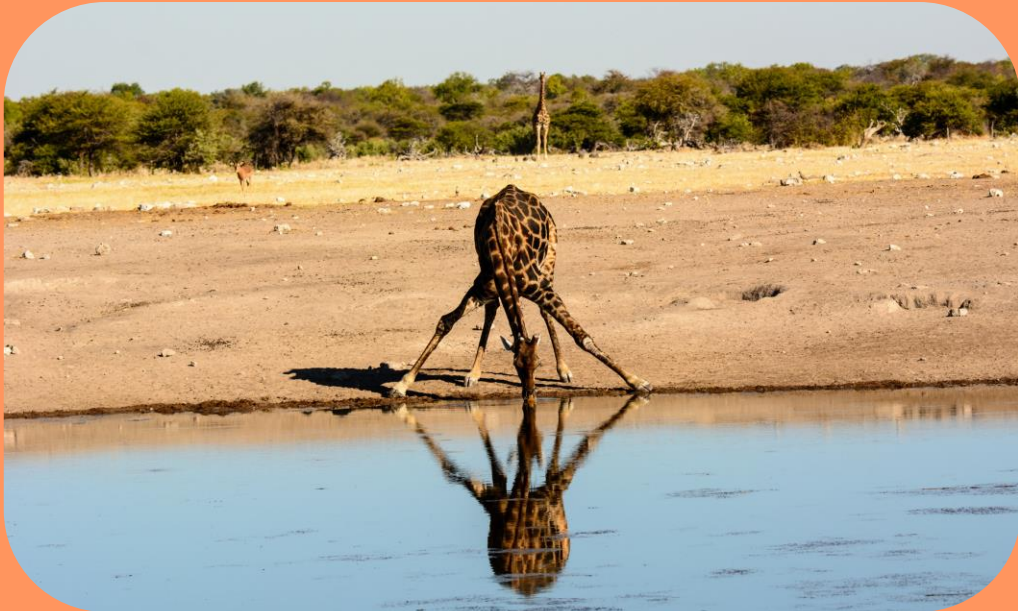


## Overview of Otto Sharmer 4 levels of listening



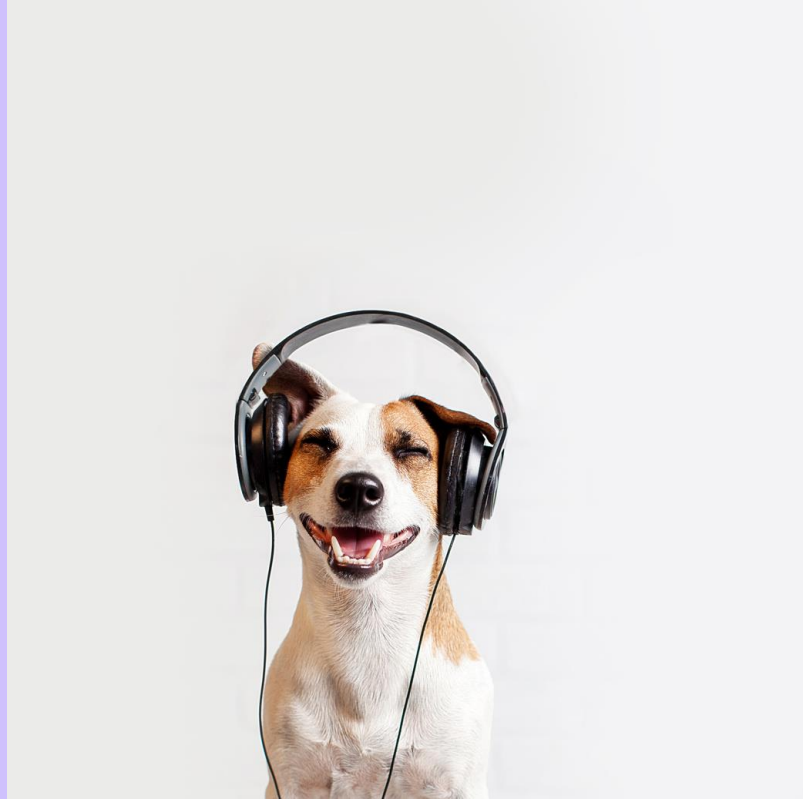
# Reflection and Discussion



In groups:

Since we last met:

- Share your reflections and learning since we last met.
- How has coaching featured in your role as a leader?
- What questions do you have about coaching now?
- Anything else?



## The Art of Listening

Julian

<https://education.gov.scot/professional-learning/coaching-in-education/asure>

# The Power of Questions



## Reasons for questions:

To use as a powerful tool for learning and understanding

To Create Awareness

To Generate Responsibility

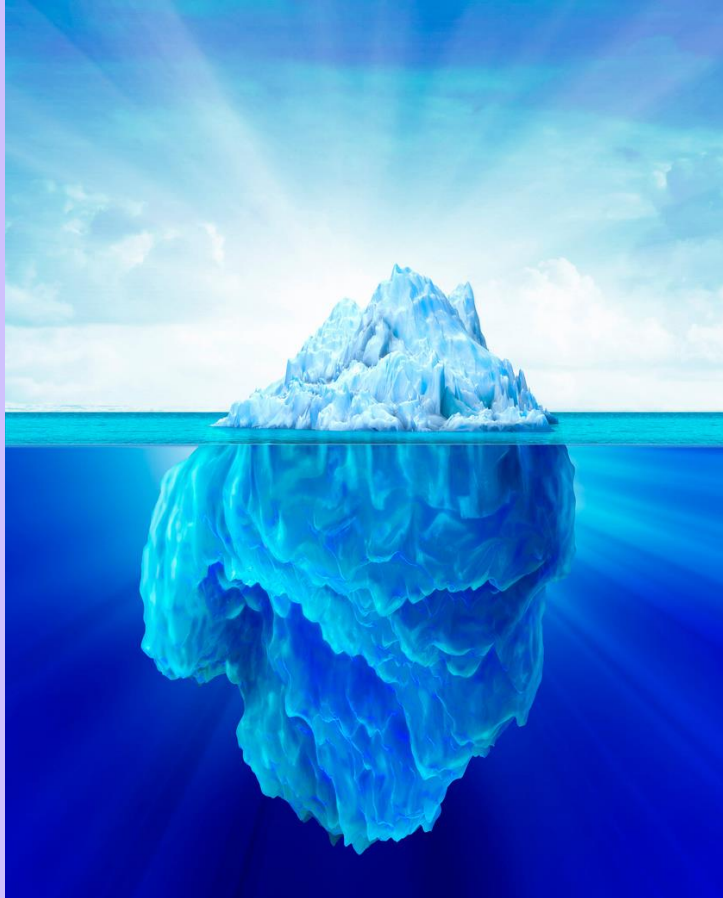
To Encourage Enquiry and Discovery

To Generate Commitment

To Gain Clarity



Why not Why?



## Top Tips for effective questions:

- Ask open questions - what, how, who, when, where
- Do not ask leading questions
- Avoid problem solving
- Avoid using 'why'

### Reframing closed questions to open questions

Closed question	Open question
1. Did that approach work?	1. <b>How did it go?</b>
2. Is that the sort of thing you were thinking of?	2. <b>What sort of thing were you thinking of?</b>
3. Will you do X or Y?	3. <b>What will your next step be?</b>

### Reframing leading questions to open questions

Leading question	Open question
1. Don't you think it would be a good idea to ...?	1. <b>What do you think would be a good idea?</b>
2. Have you thought of doing x?	2. <b>What are your thoughts?</b>
3. Why don't you ...?	3. <b>What would happen if you ..?</b>
4. What about doing x (action)?	4. <b>What will your next step be?</b>

# Reflecting on Your Questioning habits as an aspiring middle leader

By reflecting on your questioning process, you can become a more effective questioner. This will ultimately lead to deeper understanding and better learning.

- What are the goals I want to achieve with my questions?
- When or how do my questions show genuine curiosity or a need to be right?
  - Am I actively listening to the answers I receive?



## Group exercise to explore the power of questions

- Framing: One person in the group offers a current issue or dilemma.
- The rest of the group list as many questions you can think of which might start a coaching conversation
- Analyse and go deeper. Ask what assumptions are embedded in the questions? What are the most useful questions in this coaching conversation? What kind of answer are you hoping to find from asking these questions?



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