

# Coached UPDATE

## OCTOBER 2022

Enhancing the quality of conversations in education communities

### TIME TO READ: 4MINS

#### THE THREE C'S OF QUESTIONING

**"The mind works best in the presence of a question."**

This observation by Nancy Kline (2009) is a reminder to us coaches about the power of good questions in helping our clients to think. It came to mind recently when I was asked to share my reflections about the coaching skill of questioning.

We can find lots of examples of good questions in high quality coaching training courses and coaching textbooks, so this article does not offer a list of questions a coach could ask. Instead, it suggests some factors that contribute to effective questioning. The structure is borrowed from the work of Marie Faire, an Association for Coaching accredited master executive coach and coach supervisor whose work on the "three C's of coaching" provides succinct and clear guidance about the process of deciding whether to work with a client. In a recent article (2022) Marie proposes three vital ingredients to consider, the three C's of professional practice - contracting, competency and the client's best interest.

Inspired by this helpful approach, I propose "three C's of questioning" - factors that contribute to effective questioning in coaching conversations - **connection, context, and care**.

#### Connection

Whatever questions we're asking, it's important that the coaching relationship is one of **connection**, building trust and psychological safety. A client who feels safe will understand that the questions are not judgemental but are simply to help them gain clarity and decide what to do next. In the GROWTH conversational framework (Campbell & van Nieuwerburgh, 2018) we call this vital component Building the Trust. Whether or not the coach and client already know one another, before beginning to coach it's important to build a sense of connection through a respectful discussion to develop a shared understanding and agreement about how we will work together in the session. For example, it can include agreement to ask challenging questions. Formally named "contracting", this process can build a connection that makes our questioning more effective.

#### Context

The questions we choose to ask may depend on the **context** of the coaching conversation. Is it about improving wellbeing? Or is it a review of performance or professional development that will include feedback? Is the context one of helping the client find solutions and generate ideas? In particular it's also helpful

to consider whether this is a facilitative conversation (mainly less directive), or a dialogic conversation such as instructional coaching, where the coach might offer to share their expertise and offer options where appropriate. Chris Munro (2020) frames this as a "Continuum of Professional Learning Conversations: Coaching, Mentoring and Everything In Between".

#### Care

Now some suggestions on the theme of **care**.

- We need to care for the client and have a genuine belief that they can improve.
- We need to take care that the questions we ask are to help the client's thinking, and not for our own benefit. As a coach, it's not about me - I'm here in the service of the client.
- It's important to take care that we avoid manipulating, for example we must resist urges to give advice disguised as a question.
- Take care to hold back on asking questions in situations when it would be better simply to listen more. The more we genuinely listen instead of trying to think of a clever question, the more likely it is that the right question will emerge.

What are your reflections on the role of connection, context and care in contributing to effective questioning?

Written by Margaret Barr.

#### References

- Campbell, J. & van Nieuwerburgh, C. (2018). *The Leader's Guide to Coaching in Schools: Creating the Conditions for Effective Learning*, p. 26. Corwin.
- Faire, M. (2022). [The Three C's of Coaching: An Ethical Integration](#). *Coaching Perspectives - The Association for Coaching Global Magazine*, Issue 34, p. 48.
- Kline, N. (2009). *More Time to Think: A Way of Being in the World*. Fisher King Publishing.
- Munro, C. (2020). *A Continuum of Professional Learning Conversations: Coaching, Mentoring and Everything In Between*. A think piece working paper. *CollectivED Working Papers (11)*, pp. 37-42. Carnegie School of Education, Leeds Beckett University.

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### GCI COACHING IN EDUCATION PODCAST

Did you know that our website features 36 free episodes of our Coaching In Education Podcast? All of our episodes are unique and feature special guests from our educational field. Head to our website today to catch up on our wide variety of episodes!

[Click here to visit our Podcast page.](#)

### DO YOU HAVE A STRENGTH DEVELOPMENT PLAN?

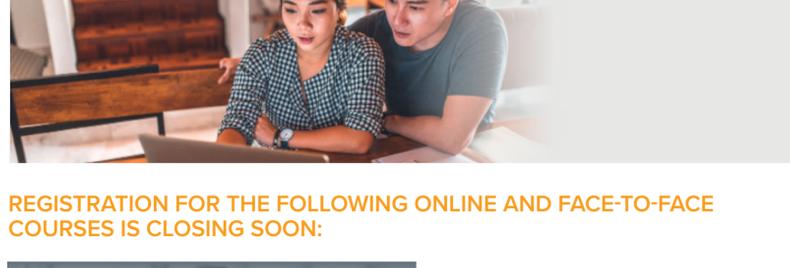
Have you taken a strengths assessment— like **StrengthsFinder**, the VIA Survey or Realise2 - only to be left wondering what's next? Just how are you going to use a talent like woo (your ability to win others over), a character strength like love (your desire to develop and foster strong relationships with others), or a realized strength like resolver (your enjoyment of solving problems)?

Of course it's great to discover what you're good at and actually enjoy doing at work. For most of us it's even easy to start imagining what our strengths-fuelled future might start to look like. But while **89 percent of us believe tomorrow** will be better than today, only 50 percent of us actually think we make it so.

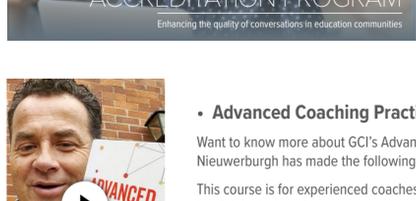
So what are the tested ways you can turn your hopes for a strengths-fuelled future into a reality?

[Read the full article here.](#)

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### REGISTRATION FOR THE FOLLOWING ONLINE AND FACE-TO-FACE COURSES IS CLOSING SOON:



#### • Online Coaching Accreditation Program

Our flagship coach training course with Prof. Christian van Nieuwerburgh, delivered fully ONLINE over 6 months with a GLOBAL cohort and a pathway to individual European Mentoring and Coaching Council (EMCC) credentials. Our next cohort commences January 2023. For more information and to register visit the link [here](#)



#### • Advanced Coaching Practice with Prof. Christian van Nieuwerburgh

Want to know more about GCI's Advanced Coaching Practice program? Prof. Christian van Nieuwerburgh has made the following short [video](#) explaining the program.

This course is for experienced coaches who are interested in taking their practice to the next level. It is designed to support active reflection on your current coaching practice leading to new insight and awareness. The course, based on the book *Advanced Coaching Practice* co-authored by Professor Christian van Nieuwerburgh and David Love, will support you to address the question "how can I be of even better service to those around me?"

Our next cohort commences on 1st November 2022 - click [here](#) to register.

### REGISTRATIONS FOR 2023 NOW OPEN!

#### Coaching in Leadership: Energising Every Conversation

Announcing a new leadership development course from GCI that builds the confidence and skills to develop coaching as a way of leading.

Learn how to use a coaching approach to build engagement, make progress and strengthen relationships, in every conversation.

Designed specifically for current and aspiring leaders in educational settings, this new course offers an extended cohort learning experience with a pathway to internationally recognised coaching and mentoring industry credentials.

[Register Now!](#)

#### Online:

##### Advanced Coaching Practice FEATURED

3 x 2 hour fortnightly online workshops  
1, 15 & 29 November 2022\*  
**CLOSING SOON**

##### Introduction to Leadership Coaching Intensive FEATURED

6 x 2hr online workshops - 8:00am - 10:00am and 11:00am - 1:00pm over 3 days (AEDT) 11 - 13 January 2023

##### Introduction to Leadership Coaching

UK - Introduction to Leadership Coaching  
4:00pm - 6:00pm Weekly workshops (GMT)  
Commencing 11 January 2023

##### Online Coaching Accreditation Program FEATURED

Commencing 18 January 2023 - 6 Month Program

##### Students Coaching Students

5 x 2 hour online workshops over 2 days  
22 November & 23 November 2022\*

##### Coaching and Supervision

Scheduled to suit you

### SPECIAL OFFER ON 2023 ONLINE COURSES!

Receive 10% off any 2023 online course using the code **EARLYBIRDOONLINE10**

\*applies to 2023 online courses only. Offer ends 31st October 2022

[Click here for NZ courses](#)

#### In-person:

##### The Impact Cycle Program 2-day

Melbourne - Commencing 26 October 2022  
Brisbane - Commencing 27 October 2022  
Sydney - Commencing 2 November 2022  
Perth - Commencing 10 November 2022

##### Managing Challenging Conversations 1-Day

Sydney - Commencing 30 November 2022

##### Coaching In Leadership 2023

Perth - Commencing 23 January 2023  
Sydney - Commencing 15 February 2023  
Melbourne - Commencing 15 February 2023  
Geelong - Commencing 15 February 2023

##### Introduction to Leadership Coaching 2-day

Brisbane - Commencing 3 November 2022  
Melbourne - Commencing 9 November 2022  
Sydney - Commencing 9 November 2022

**2023**

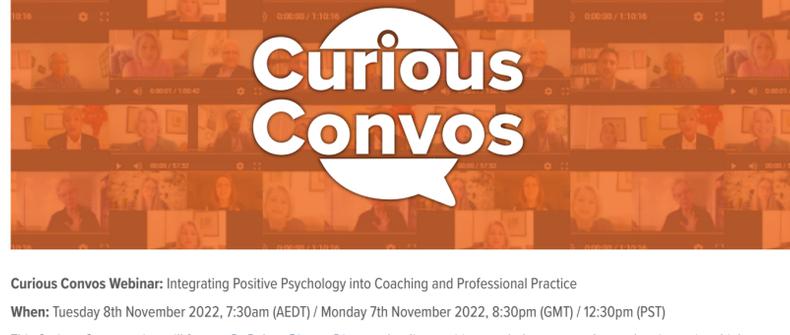
Sydney - Commencing 22 February 2023

Melbourne - Commencing 22 February 2023  
Geelong - Commencing 22 February 2023  
Canberra - Commencing 27 February 2023  
Hobart - Commencing 27 February 2023

\*Please ensure you meet eligibility requirements of the course prior to registering.

Be sure to [click on the dates](#) to visit the registration pages!

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#### Curious Convos Webinar: Integrating Positive Psychology into Coaching and Professional Practice

**When:** Tuesday 8th November 2022, 7:30am (AEDT) / Monday 7th November 2022, 8:30pm (GMT) / 12:30pm (PST)

This Curious Conversation will feature **Dr Robert Biswas-Diener**, a leading positive psychology researcher and a pioneering thinker about the integration of coaching and positive psychology. He is the author of the "Indiana Jones of Positive Psychology" because of his adventurous spirit, globe-trotting experiences and out-of-the-box thinking. He is an acclaimed speaker, storyteller, educator and executive coach.

In this Curious Conversation, Robert will be talking with our Global Director, Prof. Christian van Nieuwerburgh, about how educators can integrate **positive psychology** into their coaching and professional practice to **support their own wellbeing** and the wellbeing of those around them.

[Click here to register.](#)

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GCI is looking forward to welcoming you to the 8th Coaching in Education Conference, taking place **7-9 March 2023**. This will be a completely **online, global** event running across multiple time zones!

Read more about the keynote speakers presenting at **#CoachED2023**:

#### MICHAEL BUNGAY STANIER

Michael Bungay Stanier is at the forefront of showing how organisations around the world make being coach-like an essential leadership competency. His book *The Coaching Habit* is the best-selling coaching book of this century, with over a million copies sold and thousands of five-star reviews on Amazon. In 2019, he was named the #1 thought leader in coaching.



#### HAESUN MOON

Haesun Moon, Ph.D., is a communication scientist, an educator, and author of *Coaching A to Z: The Extraordinary Use of Ordinary Words* and several collaborative books. She cares about people experiencing better conversations at home and at work - and she does that by training, coaching, and consulting. She believes that conversations can change the world, and she defines this process as hosting dialogic conditions in which people participate to imagine and perform their preferred change.



#### JIM KNIGHT

Jim Knight, Senior Partner of the Instructional Coaching Group, is a research associate at the University of Kansas Center for Research on Learning. He has spent more than two decades studying professional learning and instructional coaching, and written several books on the instructional coaching including *Instructional Coaching: A Partnership Approach to Improving Instruction* (2007), *Unmistakable Impact: A Partnership Approach for Dramatically Improving Instruction* (2011), *High-Impact Instruction* (2013), *Focus on Teaching* (2014), *Better Conversations* (2015), and *The Impact Cycle* (2018).



Stay tuned for further information and event announcements!

Express your interest via our site [www.coachedconference.com](http://www.coachedconference.com)

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