

20 USEFUL QUESTIONS FOR TOUGH CONVERSATIONS

Guidelines for Using These Questions:

- Choose questions that fit the specific situation
- Follow the natural flow of conversation
- Listen actively to responses
- Allow time for reflection
- Use follow-up questions as needed
- Maintain a supportive, non-judgmental tone
- Focus on future solutions more than past problems

Remember: *These questions are guides, not a script. Adapt them to your conversation's needs and context.*

Opening Questions (Setting Context)

1. "Could you help me understand what's been happening from your perspective?"
2. "What do you think are the key issues we need to discuss?"
3. "How do you feel about the current situation?"
4. "What would a good outcome from this conversation look like for you?"

Behaviour-Focused Questions

1. "When we talk about (trait) what does that look like for you?"
2. "When [specific situation] happened, what led to that response?"
3. "What were you hoping to achieve in that moment?"
4. "From this conversation, what change in behaviour do you understand that to mean?"

Understanding Context & Antecedents

1. "What makes it challenging to [desired behaviour]?"
2. "What support or resources would help you succeed?"
3. "When does this work well for you? What's different then?"
4. "How could we remove some of the barriers you're facing?"

Solution-Building Questions

1. "What ideas do you have for addressing this?"
2. "How can we work together to make this better?"
3. "What's worked well for you in similar situations?"
4. "What would help you feel more confident about making these changes?"

Commitment & Follow-through Questions

1. "What specific actions can you commit to?"
2. "How will you/we measure your progress?"
3. "When should we check in about this?"
4. "What's the first step you'll take after our conversation?"