

# WHERE DOES PERFORMANCE COME FROM?



The purpose of Performance Coaching is to raise the performer's **awareness** - self generated high quality relevant input and **responsibility** - the performer's choice to own a task by the coach's use of effective questioning.

## ●●● **Purpose**

**To compel attention**

**To focus for precision and detail**

**To create a feedback loop**

## ●●● **Construction**

**Ask open questions**

*What, when, where, who? etc (facts).*

**Ask probe questions**

*How much, how often, how many?*

**Caution**

*Why? (defensiveness, assumptions, rationalisations).*

*How? (when unqualified causes vague response).*

**Start broad and then narrow to increase focus**

**Follow their interest and use their words**

## ●●● **Process**

**Ask – Actively Listen**

**Sequence**

**G** (Goal) *What do you **want**?*

**R** (Reality) *What is **happening** now?*

**O** (Options) *What **could** you do?*

**W** (Will) *What **will** you do?*

### **Red Pill Performance Consultants Pty Ltd**

4/36-38 Bydown Street, Neutral Bay, NSW 2089 Australia

**Telephone** +61 2 9909 1110 **Facsimile** +61 2 9909 1110

**Email** info@redpill.com.au **Website** www.redpill.com.au

**Perth** +61 8 9383 1668 **London** +44 17 3245 7700 **Auckland** +64 9360 7575

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#### **In association with**

Performance Consultants, Leigh, Kent, UK

Metropolitan Communications, Billancourt, Paris, France

Performance Coaching Inc., Ontario, Canada

What is the aim of the discussion?

What do you want to achieve long term?

What does success look like?

How much personal control or influence do you have over your goal?

What would be a milestone on the way?

When do you want to achieve it by?

Is that positive, challenging, attainable?

How will you measure it?

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## GOAL

What is happening now?

*(What, When, Where, How much, How often?)*

Who is involved? (directly and indirectly)

When things are not going well on this issue, what happens to you?

What happens to the others directly involved?

What is the effect on others?

What have you done about this so far?

What results did that produce?

What is holding you back from finding a way forward?

What is really going on? (intuition)

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## REALITY

What options do you have?

What else could you do?

What if ...? (time, power, money, etc.)

Would you like another suggestion?

What are the benefits and costs of each?

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## OPTIONS

Which option or options do you choose?

To what extent does this meet all your objectives?

What are your criteria and measurements for success?

When precisely are you going to start and finish each action step?

What could arise to hinder you in taking these steps?

What personal resistance do you have, if any, to taking these steps?

What will you do to eliminate these external and internal factors?

Who needs to know what your plans are?

What support do you need and from whom?

What will you do to obtain that support and when?

What could I do to support you?

What commitment on a 1–10 scale do you have to taking these actions?

What prevents this from being a 10?

What could you do or alter to raise your commitment closer to 10?

Is there anything else you want to talk about or are we finished?

## WILL