

IMPACTFUL QUESTION EXAMPLES

Purpose

Invite connection to a deeper sense of purpose, meaning, or fulfillment in relation to the content, event, or topics being covered. Often used at the beginning of a coaching series because of the power of connecting first with the individual and/or collective group of “why this matters.”

- Why is being here today, deepening your understanding of [DISCUSSION TOPIC] important? For you? For those you lead? For your organization?
- Why does a commitment to customers/clients matter to you?
- When you reflect on your experiences in your team and organization, what story stands out more than any other that reminds you why a commitment to service is so important?
- When you think of [DISCUSSION TOPIC], what mental image or picture comes to mind?
- If you were to write a letter that one of your customers (internal or external) might write about you, what would you want the letter to say?
- If you were to define [DISCUSSION TOPIC], how would you define it?

Past

Explore moments, looking back in time, when you are at your best in relation to the training, event, or topics being covered. These questions shift the energy from passive to active, while unlocking collective wisdom and creating a sense of community as participants get to know each other in deep, personal ways.

- Share a story, a real example, of a time where you experienced [DISCUSSION TOPIC]? What was happening? What did the service provider do or say that made it memorable? What did you, others, and/or the organization contribute to this moment? What behaviors led to you remembering this experience?
- What were your earliest experiences with positive [DISCUSSION TOPIC]? What did you learn about how to treat people from the person or the situation?
- What is an example that embodies when you have been at your best in providing [DISCUSSION TOPIC]? Or if someone didn't provide [DISCUSSION TOPIC]? What did you/they do? What was the impact?
- When you reflect on your moments of excellence or peak experience, what elements of [DISCUSSION TOPIC] do you consistently bring to these moments?
- As you reflect, what's an example you can share, a story, of how you've impacted a customer/client in a powerful way? And what lessons could you pull from your story?
- Think of a time when have you were at your best providing customer/client service? What was the impact on the customer? What behaviors were exhibited?

Present

Uncover the presence and appreciation of key learnings, strengths, success factors, opportunities for further skill development, or brainstorming to move forward.

- When you are at your very best as a leader, what strengths or capabilities do you display?
- What insights have been most valuable, useful, or meaningful as you build higher levels of service in your team or organization?
- What are you noticing about your conversations with others now knowing the elements and behaviors of [DISCUSSION TOPIC]?
- What behaviors have you shifted in your [DISCUSSION TOPIC] approach? What would you like to be doing more of? Less of?
- What have you experienced as you work to create a culture of [DISCUSSION TOPIC]? Which behaviors are strengths? Which behaviors are opportunities?

Mastermind questions

Reflect on the biggest challenge facing you and your team right now around [DISCUSSION TOPIC]. Thought joggers:

- What is the biggest [DISCUSSION TOPIC] challenge facing your organization?
- What's one thing holding you back personally?
- What keeps you up at night?
- What's the best idea you've had, that you didn't share?
- What's your least favorite thing about being in a [DISCUSSION TOPIC] role?
- What's your biggest strength as a professional in this industry?
- What's something you've been working to make sure others don't find out?

What are your team/organization/company's greatest strengths? Greatest challenges?

What [DISCUSSION TOPIC] learning are you applying to help address those challenges?