



University
of Worcester

Questioning Skills

activities

- Activity 1: QUESTIONING
- Activity 2: GROW MODEL

Activity 1: QUESTIONING

In pairs one person talks on a particular topic of interest to them: a recent holiday, their latest assignment their future ambitions.

Their partner then using active listening skills asks a range of questions – (encourage the group to ask the full range).

Open: gives time to the person – to reflect – to get people talking.

Closed: solicits a yes, no or other one word response.

Probing: can you tell me more about that?

Activity 2: GROW MODEL

Introduce the activity to practice using the GROW model.

Goals, Reality, Options, Will.

This will require at least 30 minutes to give enough time for each person to have a go.

Divide into TRIOS

Each person to identify a topic they would like coaching on using the GROW model.

The observer makes notes on the conversation in relation to how well the mentor uses rapport building skills, listening and questioning skills.

The Grow Model – sample questions

GOAL

- What do you want to achieve?
- What will be happening when you have succeeded?
- What aspect of this is most important to you?
- GOALS can be SMART (Specific, Measurable, Achievable, Realistic, Time bound)

REALITY

- What is happening at the moment?
- What stops you from moving on?
- What have you tried?
- What happened?
- What have you learned?

OPTIONS

- What could you do?
- What else could you do? What else?
- What are the advantages/ disadvantages of each option?
- What would you do if you: had more time?
- Use the MIRACLE question (you wake up and discover that all the barriers have been removed!)

WILL

- What will you do?
 - What will be the first step?
 - By when?
 - When precisely are you going to start and finish each step?
 - What support do you need and from whom?
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For further details about the mentor programme, please contact

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Visit the Access & Inclusion webpages at: www.worcester.ac.uk/discover/access-inclusion