

How to 'GROW' conversations

Goal – Reality – Options - Will

Goal – What's your purpose? What outcome are you looking for?

- What is most important for you to walk away with at the end of this conversation?
- What changes are you thinking of making?
- What difference would it make to you if you could have that?
- What do you want to achieve most?
- What would need to happen for this issue to be resolved?
- What is your ideal scenario?
- What is your best outcome?
- What is happening that you don't want?
- What do you want instead?
- If you could have the best outcome from that issue, what would it look like?
- How important is that change to you on a scale of 1-10?
- What does it mean to you if this doesn't happen?

Reality – What's the problem? What are you faced with?

- What is the current situation?
- Give me an overview of the problem?
- What effect is this having on you?
- What has been working? Not working?
- How do you feel about this situation?
- What are the critical variables in this situation?
- What are the anticipated consequences?
- How does this fit in with your current priorities?
- What is it costing you not to change?
- What do others notice about this situation?

Options – What are the best steps to achieve the outcome?

- What ideas have you got about this?
- What are your best options?
- What first steps do you see?
- What have you done before in a similar situation that has worked for you?
- If you could do it any way you wanted, how would you go about accomplishing that?
- What are the best possibilities for action?
- What ideas have you considered but rejected?
- If you had more time or resources what options would you consider?
- Who would be able to help you?
- How confident are you about taking these options on a scale of 1-10?

Will – What resources are needed? What needs to be overcome?

- How effective do you think these steps will be?
- What are you specifically deciding to do?
- By when?
- How will you know when you've accomplished that?
- What will you do to track your progress?
- What support do you need?
- What obstacles might get in the way?
- How could you overcome them?
- Who needs to know what your plans are?
- How personally committed are you to taking these steps on a scale of 1-10?
- When you've been able to achieve or change something in the past, how did you best accomplish that?
- When you've encountered problems in achieving or changing something in the past, what has worked best for you to overcome those problems?