

The Hero's Sherpa

Powerful Questions: Prepare for the Change Journey¹

Your Client's External Environment?

- Who do you need to enlist in the change? How and when will you do that?
- Who will help you on the journey?
- Who will hinder you?
- Are you talking with the right people?
- What needs to change about how others think, both to make the journey and to maintain success once it is completed?
- What needs to change about how others act, both to make the journey and to maintain success once it is completed?
- Do you have the courage the change will require for success? If not, what options are there for developing more, or for making the change less demanding?
- Are you prepared to effectively utilize both one-way and two-way communication...at the right times, in the right ways, with the right messages?
- What are you going to stop and or slow down so that you have everything that is required (time, resources, change adaptation capacity, etc.) to succeed with this change?
- Who do you need to listen to in order to be successful?
- Are others prepared for the catharsis that is an inevitable part of big changes?

Your Client's Internal Environment

- Why are you taking this journey?
- Do you really have to make this change, or is it just a good (maybe really, really good) idea?
- How bad does it hurt to not make the change?
- How can you not become a victim of what is happening to you?
- What do you need to let go of?
- What do you do like breathing?
- What is the worst that can happen?
- What needs to change about how you and others act, both to make the journey and to maintain success once it is completed?
- What are your anchors, and how will your relationship with them have to change in order for the change to succeed?
- Where are your boundaries? How will you protect them?
- What plateaus will you be visiting along the way, and how will you utilize your time on them?
- How are you going to maintain your balance?
- Do you have enough discipline to succeed? If not, what options are there for developing more, or for making the change less demanding?

¹ These questions are intended as examples. They may or may not be appropriate in a specific situation.

- What are you going to stop and or slow down so that you have everything that is required (time, resources, change adaptation capacity, etc.) to succeed with this change?
- Who do you need to listen to in order to be successful?
- Are people—including you—prepared for the catharsis that is an inevitable part of big changes?
- Are you prepared to commit to outcomes, and not just actions?
- Do you know when to trust, and when to not trust, your intuition?
- Are you prepared to make mistakes, own up to and learn from them, and move on with the change?
- Are you prepared to tell the change story? Is the change story prepared to be told?
- And, at every step of the way, are you prepared for what comes next in the change process?

What Is In Your Client's Change Toolkit?

Your client's ability to succeed will depend significantly on the internal skills that she/he brings to the coaching process, and/or develops along the way. Below is a list of some of the critical skills; they are described in Part 2 of *the Hero's Sherpa*.

- Accountability
- Ambiguity (ability to deal with)
- Big Picture, Little Details
- Boundaries
- Courage
- Decisiveness
- Hold On; Let Go
- Know the Patterns
- Mindfulness
- Mistakes (accept responsibility and learn)
- Open to Diverse Perspectives
- Pay the Price
- Reflective
- Reframe
- Resilience
- Resolve
- Story Telling
- Teamwork
- Trust
- What You Need to Hear (open to)