



CHECKLIST: LISTENING AND QUESTIONING EFFECTIVELY

TO LISTEN AND QUESTION EFFECTIVELY, I		
Make sure my conversation partner does most of the talking.		
Pause and affirm before I start talking.		
Don't interrupt (except when it is very helpful).		
Ask one question at a time.		
Ask for clarification when I'm not certain what is being said.		
Ask, "And what else?"		
Assume people are doing their best.		
Am non-judgmental.		
Avoid leading questions.		
Avoid giving advice disguised as a question.		



Available for download at resources.corwin.com/impactcycle

THE IDENTIFY QUESTIONS

Between 2009 and 2012, our research team partnered with instructional coaches Michelle Harris, Susan Leyden, Jennifer MacMillan, and Lea Molczan from the Beaverton, Oregon, School District. As partners in our Lean-Design Methodology,⁴ the Beaverton coaches implemented early versions of the Impact Cycle, identified roadblocks encountered during implementation, helped us develop ways around the roadblocks, and then tried out the refined Impact Cycle, repeating the cycle as needed to get better and better.

As part of this process, our researchers at the University of Kansas and the coaches from Beaverton, Oregon, participated in three-day learning and problem-solving meetings two or three times a year in Kansas. During our time together, we would watch video of the coaches coaching, discuss what

4. For more information on our Lean-Design Research Model, please see the Appendix at the end of this book, starting on page 247.