

[FACILITATION TOOLS]

OPEN COACHING

Open coaching unlocks the depth of an unplanned presentation and sets up better experience shares. Two sizes: full for EQ deep dives, light for IQ topics.

FIRST, SIZE THE TOPIC [full coaching for EQ, light coaching for IQ]

EQ · FULL COACHING

- ✓ The whys: fears, dreams, doubts, the conversation they are nervous to have.
- ✓ The things you cannot take to Claude or ChatGPT.
- ✓ Earns the 30-40 minute deep dive: coaching, two minutes of silence, then experience shares.

IQ · LIGHT COACHING

- ✗ The what and the how: the process, the solution being sought, the tools being sought. Not deep dive material.
- ✗ Gets the light version below: minutes, not a deep dive, and never the deep dive slot.

THE FULL VERSION: EQ TOPICS [7-8 minutes, questions only, no advice]

1. **Orient the presenter.** Three questions: "What is a single headline for the topic and the tension?" "What are 3 emotions related to the topic?" "What types of experiences are you curious to hear from the group?"
2. **Get the broad strokes.** Short, factual questions: the key players, the decision or action on the table, has this happened before?
3. **Go where the feelings are.** Ask how the topic relates to insecurities, identity, relationships, personal values, trust.
4. **Guard the lane.** It is not the coach's job to console or to solve, and never fear interrupting a rabbit hole that is not pertinent.

CLOSE: DEFINE THE EXPERIENCE SHARE REQUEST [every request starts "A time when you felt..."]

1. **Near-exact.** Same situation, same feeling. "A time when you felt undermined by a business partner's lack of leadership."
2. **Same emotions, different situation.** Resonance, not relevance. "A time when you felt that same tension confronting someone on an awkward topic."
3. **The other side.** "A time when you felt exposed because someone confronted you about a weakness of yours."

THE LIGHT VERSION: IQ TOPICS [the asks start "How did you..." and "What did you do when..."]

"How did you develop your company's compensation plan?" "How did you get better at vetting employees in interviews?" "What did you do when you needed to rethink your service offerings?"

Not five or ten minutes of coaching: 2-3 minutes on the facts and the solutions being explored, then 1-2 minutes per member to rattle off the process, resources, or tools they used or discovered.

Sources: Created by Colton Mulligan for Forum Playbook. v3.0 adds the light IQ version (Aug 2026) to the v2.0 rebuild of the 2022 tips sheet. Companion: EQ vs IQ Topics: Sizing the Conversation.