

Asking

Questions



@ Work

THINKING FOR OTHERS?

Help Others Reason for Themselves 1

HOW TELLING ARE YOU?

Assess Your Telling Pattern 2

HELP OTHERS RE-THINK

Asking Meaningful Questions 2

QUESTIONS ARE UNIQUE

Asking is Not Interrogating Others 3

COMMON QUESTIONS, MADE POWERFUL!

Questions: 'Specific' to 'Curious' 4

Questions: 'Directive' to 'Self-Directive' 5

Questions: Agenda 6

THINK SOLUTIONS ~~NOT~~ PROBLEMS

Solution-Focused Questions Transform Thinking 6

PROBLEM EVAPORATE AS SOLUTIONS EMERGE

Asking - Telling Continuum 7

SOLUTION-FOCUSSED TOOLS

Question Types to Create New Thinking 7

聽 Actively Listening @ Work

LISTEN BY DESIGN

Great Leaders are Committed Listeners 12

LISTENING TIPS

Great Leaders are Committed Listeners 12

LISTENING CHALLENGES

Great Leaders are Committed Listeners 12

LISTENING DOs & DON'Ts

Tips on Effectively Listening to Others 13

LISTEN FOR...

Listen for what is not said 14

MAGICAL PAUSES

Pausing Can Positively Impact Conversations 15

CLARIFY DON'T PARAPHRASE

Clarifying Gets to Essence of Conversations 16

SITUATIONAL LISTENING

Listen More Based on Situation 17

TWO MINDS WORKING AS ONE

Brainstorming and Storytelling 17

