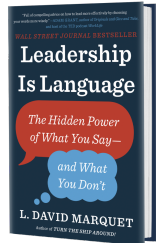


SEVEN SINS OF QUESTIONING

INTRO

- FROM THE BOOK, LEADERSHIP IS LANGUAGE
- BEING CURIOUS IS THE FOUNDATION OF ASKING GOOD QUESTIONS
- QUESTIONING 'SINS' THAT PROMOTE LESS CURIOSITY HAMPER THE VALUE OF CONVERSATION

AS FEATURED IN



AUTHER OF
TURN THE SHIP AROUND

HOW MUCH TESTING HAS BEEN DONE? I MEAN, DO WE HAVE ALL THE BUGS IDENTIFIED? I JUST THINK ITS IMPORTANT TO KNOW THAT WE'RE GOOD TO GO..



ARE WE GOOD TO GO?
(STOP, WAIT AND LISTEN)

2 'WHY' QUESTIONS
A QUESTION THAT CAN PUT PEOPLE ON THE DEFENSIVE

WHY WOULD YOU WANT TO DO THAT?



TELL ME MORE ABOUT THAT?

1 QUESTION STACKING
ASKING THE SAME QUESTION, IN REPEATEDLY DIFFERENT WAYS

3 BINARY QUESTIONS
A QUESTION THAT NARROWS AVAILABLE ANSWERS TO ONLY ONLY 2 OPTIONS; YES & NO

ARE WE GOOD TO LAUNCH?
OR
WILL IT WORK? → HOW READY ARE WE FOR LAUNCH?
OR
WHAT MIGHT GO WRONG?

4 DIRTY QUESTIONS
SIMILAR TO LEADING; NO UNDERTONE OF THE PERSON BEING WRONG, BUT DOES ANTICIPATE AN ANSWER THROUGH BIAS

DO YOU HAVE THE COURAGE TO STAND UP TO YOUR COLLEAGUE? → WHAT DO YOU WANT TO HAVE HAPPEN?

5 LEADING QUESTIONS
COMING FROM A PLACE WHERE YOU THINK THE PERSON IS WRONG OR THAT YOU HAVE THE ANSWER

HAVE YOU THOUGHT ABOUT THE NEEDS OF THE CLIENT?
↓
TELL ME ABOUT HOW YOU SEE THIS ALIGNING WITH OUR OBJECTIVE..

IT'S GOING TO BE BETWEEN THESE TWO, RIGHT?
↓
WHAT AM I MISSING?
OR
WHAT COULD GO WRONG?

6 AGGRESSIVE QUESTIONING
PROVOKES PEOPLE TO MAKE ASSESSMENTS ABOUT THE FUTURE BEFORE THEY ARE READY

7 SELF-AFFIRMING QUESTIONS
OFTEN BINARY QUESTIONS WITH A SPECIAL MOTIVATION OF MAKING US FEEL GOOD ABOUT DECISIONS WE'VE ALREADY ARRIVED AT

IMMEDIATELY JUMPING TO
WHAT SHOULD WE DO?



WHAT DO YOU SEE?
THEN
HOW DID WE GET HERE?
THEN
WHAT SHOULD HAPPEN NEXT?
(PAUSE, REWIND,
FAST-FORWARD)

SEVEN WAYS TO ASK BETTER QUESTIONS

- INSTEAD OF QUESTION STACKING TRY ONE & DONE
- INSTEAD OF A 'WHY' QUESTION TRY 'TELL ME MORE'
- INSTEAD OF A BINARY QUESTION START WITH 'WHAT' OR 'HOW'
- INSTEAD OF A DIRTY QUESTION TRY A CLEAN QUESTION
- INSTEAD OF A TEACHING MOMENT TRY A LEARNING MOMENT
- INSTEAD OF JUMPING TO THE FUTURE START WITH PRESENT, PAST, THEN FUTURE
- INSTEAD OF SELF-AFFIRMING QUESTIONS TRY SELF EDUCATING QUESTIONS

Be curious

SUMMARY