

SESSION 2

QUESTIONS

QUICK SUMMARY ON QUESTIONS

AWE - And what else?

WHAT? Spend time here, explore.

HOW? Often we rush to action too quickly.

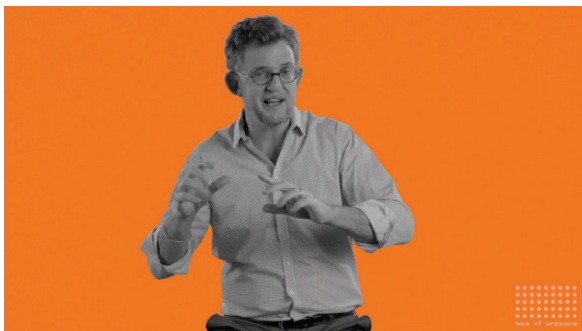
WHY? Careful, it can activate people.

VIDEOS

Top Questions Every Manager Should Know

Michael Bungay Stanier

"One of the questions I hear all the time is, 'So what are the best coaching questions for me as a manager and a leader?' Watch this video as I make the case for giving a little less advice and having a little more curiosity. Visit <http://BoxofCrayons.com> for more resources."



<https://youtu.be/QYvdcEtzKow>

Review from class... Tools for the Time Crunched Manager: How to ask great questions

An OK question asked well has more impact than a great question asked badly. So how do you ask a great question? Join Michael Bungay Stanier of Box of Crayons as he shares the five disciplines to asking a great question.



<https://youtu.be/TImj8rrEASU>

- 1. Don't overcomplicate:** no more than 5 words; shut up ask one question.
- 2. Real questions not fake questions:** have you thought of - that's not a question; stop mining - I have a question that I have an answer I want to you to answer out of curiosity.
- 3. Stop the noise:** be silent, other person will crack first; smile, good body language.
- 4. Up your listening game:** no bobble head; stop planning next question; go caving, step into uncertainty.
- 5. Don't stop at one answer:** AWE "and what else?" what's the real challenge here for you? AWE again - is there anything else?