



Extraordinary Results Through Powerful Questioning

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Learn. Perform. Succeed



Agenda

- **Why ask Questions**
- **GROW Framework**
- **Types of Powerful Questions**
- **Reflection**



Why NOT Ask Questions

- I need to be the smartest person in the room
- I already have the answer
- It takes too much time



Why Ask Questions

- **Ensures all perspectives are considered**
- **Opportunity for growth**
- **Provides the possible vice predictable**
- **Empowers others**
- **You don't have to have all of the answers!**



Asking questions is not...

- **Using manipulation to get someone to do something or see things your way**
- **Training to improve knowledge**
- **A way to deliver feedback**

G.R.O.W.TM Model

- **Step 1 = Goal**
 - Clarify the goal(s) of the conversation
 - What do you want to achieve? What problem are you trying to solve?
- **Step 2 = Reality**
 - Articulate the current situation
 - What's been happening? What have you tried so far?
- **Step 3 = Options**
 - Explore possible actions and next steps
 - If anything were possible, what would you do?
- **Step 4 = Way Forward**
 - Identify a specific action or two as a next step
 - How will you get started? What and when is your next step?





Practice, Practice, Practice

- **Tip 1:**
 - A great way to practice using the model is to address your own challenges and issues. By practicing on your own and getting yourself "unstuck," you'll learn how to ask the most helpful questions.
- **Tip 2:**
 - Don't ask closed questions that call for a yes or no answer (such as "Did that cause a problem?"). Instead, ask open ones, like "What effect did that have?" Be prepared to ask a follow-up question.
- **Tip 3:**
 - Get comfortable with 'dead air'. When you keep your ears open and your mouth closed, you will often find that people volunteer amazing information that you would have never obtained any other way.

Powerful Questions

- **To Create Awareness of Something**
 - What impact do you think this is having on you?
 - How is this affecting you?
 - How do you feel about this?
 - How do you feel about your... now that you know this?
 - What’s the most important thing you learned about yourself in this area?
- **To Challenge Assumptions**
 - How is that working for you?
 - What are you getting out of keeping that habit?
 - How are your beliefs in this area based on facts? Have you tried an alternative approach? What were the results?
- **To Generate Responsibility**
 - What are you prepared to do to make this goal happen?
 - When are you going to make these goals your priority?
 - What did you choose to do instead of your actions?
 - How can you make sure that this next week is really powerful for you?
- **To Generate Commitment**
 - What would it be like if you really got committed to changing this?
 - What would it take for you to do it all 100% this week?
 - What part of that action will be completed by next week?
- **To Encourage Inquiry and Discovery**
 - Where else is this happening?
 - How can we see if this is a pattern for you?
 - What are your instincts telling you to do next?
 - How can you apply the new learning?
- **To Change Perspective**
 - What would it be like if you did that differently?
 - What would you do next if you couldn't fail?
 - How might you take a risk instead of playing it safe?
 - What would be different if you already had the goal?
 - What part of that could you “try on” this week?
- **To Gain Clarity**
 - What is the core of this? How is this really for you?
 - What are the three key emotions around that?
 - What is the theme you’ve discovered?
- **To Move Towards Action**
 - What kind of action will you take around this?
 - How could you tackle that this week?
 - What’s one step you could take toward that this week?
 - How can you apply that new insight to other areas as of now?

Reflection...