



## **Lead with Questions, Not Answers- 70 Great Ones and a Few to Avoid.**

Brought to you by Teri Hill, M.Ed. Your Success Coach [www.terihill.com](http://www.terihill.com)  
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All Great Leaders, Managers and Coaches ask good questions.

Questions can help us all understand one another no matter which generation we are a part of.

When we simple speak and don't inquire through powerful questions we run the huge risk of assuming our message has been conveyed.

Remember the following lessons and try some of these questions categorized on page 2-3.

**“The biggest problem with communication is the illusion that it has been accomplished.”**

**- George B. Shaw**

## **The 7 Powers of Questions**

**Dorothy Leeds**

- 1. Questions demand answers**
  - 2. Questions stimulate thinking**
  - 3. Questions Give Us valuable information**
  - 4. Questions Put You in control**
  - 5. Questions Get People to open up**
  - 6. Questions Lead to quality listening**
  - 7. Questions Get People to persuade themselves**
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### Getting to Specifics

1. Can you clarify that?
2. Can you give me an example of what you mean?
3. What specifically do you mean by that?
4. Do you have any questions about what I just said?
5. What specific results are you looking for?
6. What do you plan to do with this information/report/project?
7. What is the real problem here?

### Tuning in to Yourself

15. How do I feel about it?
16. What do I think about it?
17. What is my purpose?
18. What assumptions am I making?
19. What am I really trying to say with this message?
20. What is the best way to phrase this question?

### Tuning in to Others

8. From what standpoint are you asking?
9. How do you feel about it?
10. How strongly do you feel about it?
11. What do you think about it?
12. What's most important to you?
13. What are your priorities?
14. If I were in (his or her) shoes, how might I be feeling?

### Getting Feedback from Others

21. Did I understand you correctly when you said.....?
22. Did I answer your questions?
23. How am I doing?
24. Have I done what you requested?

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### Giving Feedback to Others

25. What type of feedback would be most helpful to you?
26. What do you plan to do with the feedback?
27. Do you want me to just listen?
28. Do you want me to ask questions and interact with you?
29. Do you want me to give you advice?

### Closing

30. Are we in agreement?
31. Are you ready to go ahead?
32. Is it a deal?

### Consequences

33. What if...?
  34. Is it worth it?
  35. What will I regret not doing?
  36. What might the short-term results be?
  37. What might the long-term results be?
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### Personal Performance

38. Can you help me?
39. Can I help you?
40. Am I where I want to be?
41. What do I want to do?
42. Where do I want to spend the rest of my life?
43. And with whom?
44. What are my options?
45. What questions should I be asking?
46. What do I need to do to meet my goals?
47. What am I willing to change to get there?
48. What did I accomplish?
49. What could I have done better?

The most  
important  
questions of  
all!

### Personal Accountability Questions

50. What can I do to make a difference?
  51. How can I support the team?
  52. How can I be part of the solution and not part of the problem?
  53. How can I do my job better today?
  54. What can I do to improve the situation?
  55. How can I support others?
  56. How did I contribute to the communication problem?
  57. How can I adapt to the changes taking place?
  58. How can I better understand you?
  59. What solution can I provide?
  60. How can I more creatively reach the customer?
  61. What can I do to find the information to make a decision?
  62. How can I achieve with the resources I already have?
  63. How can I help move the project forward?
  64. What can I do today to solve the problem?
  65. What action can I take to "own" the situation?
  66. How do I need to change to help the organization run more effectively?
  67. How can I practice the principles I espouse?
  68. What can I do today to be more effective?
  69. How can I better understand the challenges of my staff?
  70. How can I more effectively coach my staff?
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**The two most important questions of all:**

50. What question should I be asking?  
51. I want for you what you want for you.....What do you want????
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If you need to pull yourself out of MSU (making stuff up) consider asking:

1. Is it true? Is it really true? What else could be true?
2. WWCD. What Would Compassion Do?



# Question Behind the Question

by John G. Miller

## **Lousy Questions:**

- Why does the customer expect so much?
- Why don't people follow instructions?
- Why are our prices so high?
- Why doesn't the younger generation want to work?
- When am I going to find good people?
- Why aren't they motivated?
- Who made the mistake?
- Why can't people be on time?
- When will my supervisor give me my appraisal?
- Who dropped the ball?
- When are we going to get training?
- Why do I have to do everything?

## **QBQ**

The Question Behind the Question  
establishes  
more personal accountability for  
action and encourages a better choice.

## **Personal Accountability (Performance) Questions**

1. Begin with "What" or "How" (not "Why" "When" or "Who")

\*Five Whys questions and methodology is useful – the "why" questions that put people on the defensive, "Why did you do it this way?" or "Why is everybody else getting to leave early?" - Which infers a poor, pity me.

2. Contain an "I" (not "they," "them," "we," or "you")
  3. Focus on action
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