

Ask Great Questions

TO UNDERSTAND THE ISSUE

- What is the main issue here?
- What is happening at the moment?
- Can you tell me more about that?
- What does this look like for you?
- Help me understand the situation.

TO FIND THE CAUSE

- Why do you think this is happening?
- What is causing this?
- When did it start?
- What changed?
- What is making this difficult?

TO UNDERSTAND THEIR AGENDA

- What is most important to you here?
- What do you need from this?
- What would a good result look like for you?
- What are you worried about?
- What matters most to your team?

TO MOVE TO A SOLUTION

- What could we do about this?
- What options do we have?
- What would work for you?
- How could we make that work?
- What is the best next step?