

Get Out of Your Telling Habit: Ask More Effective Questions

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Think of a time you felt
engaged & supported to think,
& take initiative for problem
solving or innovation?



I'm Katie Anderson



- Leadership Coach
- Lean Consultant
- Bestselling Author
- Speaker
- Japan Study Trip Host



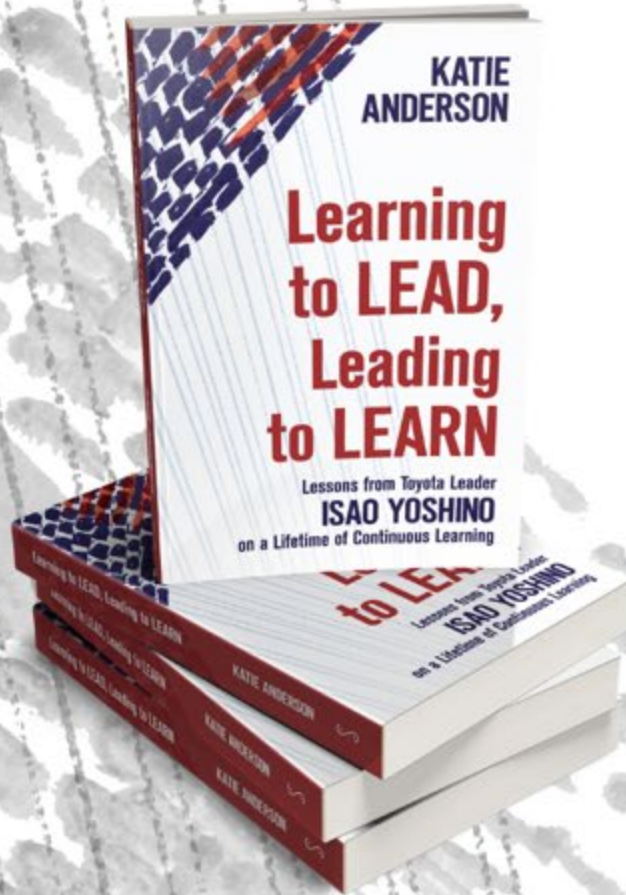
**My Purpose: Inspire people around the world to
live & lead with intention.**

Intention



+





**"The only secret
to Toyota is its
attitude towards
learning."**

– Isao Yoshino



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What We'll Be Covering Today

- Welcome and Overview
- The Habit of Telling & Leadership Continuums
- The Power of Asking (and Listening)
- Leading with Intention
- Strengthen Your Habit of Asking
- Your Intention
- Wrap-up

My Intention for you!

- Have fun!
- Learn something new
- Are inspired
- Walk away with an identified goal for improvement to break your telling habit

Set your intention:

How engaged do you intend to be today?

1 -----4-----7

Screen's on yet I'm doing other things and not really "here".

I'm here yet distracted/tired/etc, may get pulled away midway, am checking my phone throughout .

I'm fully engaged. Other devices and screens are put away. I'm here for the full session.

What discourages
people from thinking &
taking responsibility for
problem solving &
innovation?



You, I, or someone else jumps in
to **TELL** them
WHAT to do
(e.g. give “the” answer?)

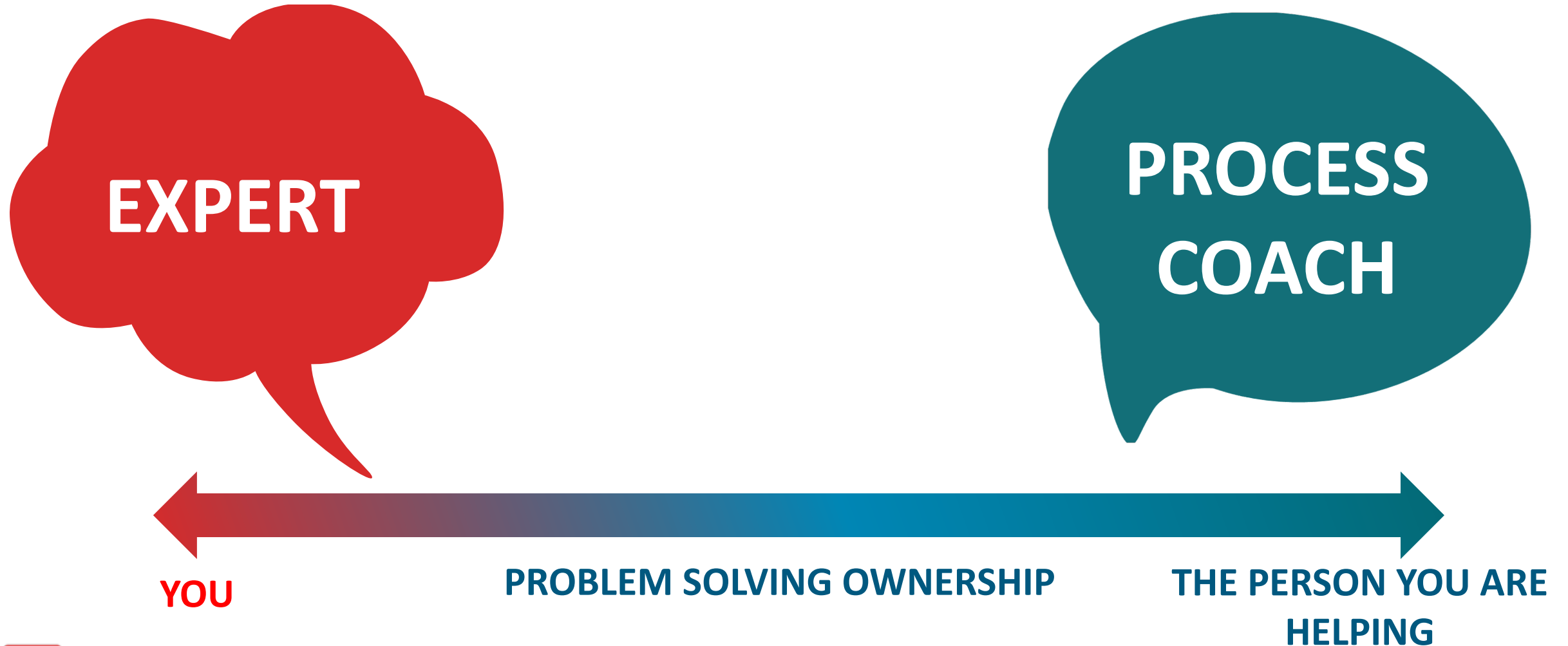


Who owns the problem?





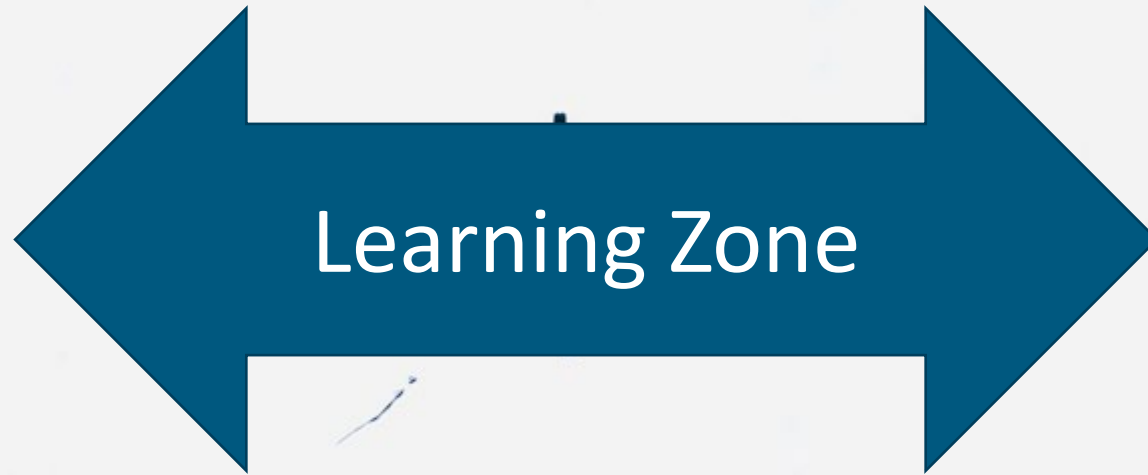
The Helping Continuum



struggle



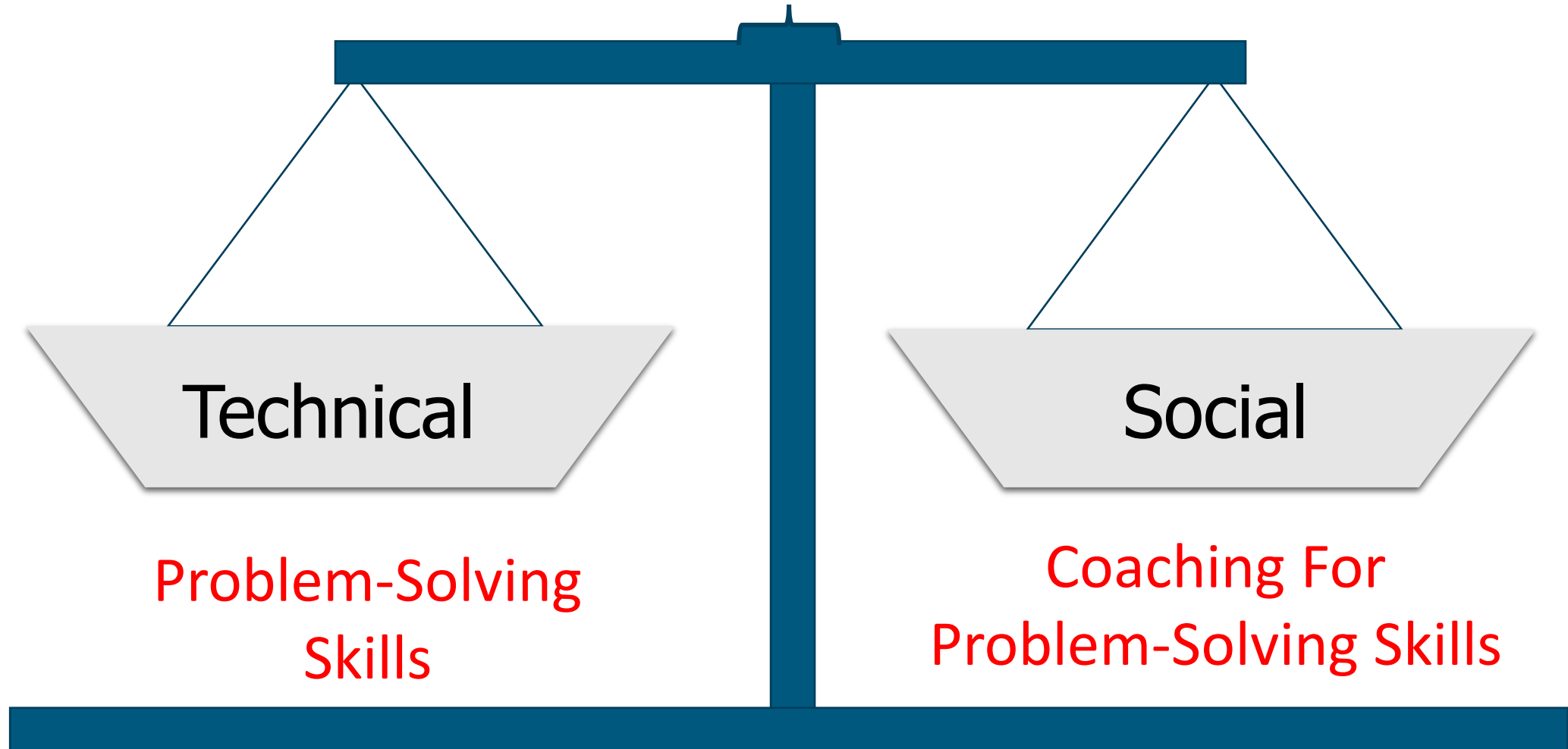
CHALLENGE



SUPPORT



Developing a Learning Organization



Learn to Navigate the Leadership Continuums



**What is your key
takeaway from this
section?**

The Power of Asking Questions (& Listening) with Intention

Ask questions with intention to create:

1

Clarity

on the real challenge or problem

2

Creativity

to generate possibilities

3

Confidence

about the next step & to take action

Four Kinds Of Questions

1

OPEN INQUIRY



2

DIAGNOSTIC INQUIRY



3

PROMPTING INQUIRY



4

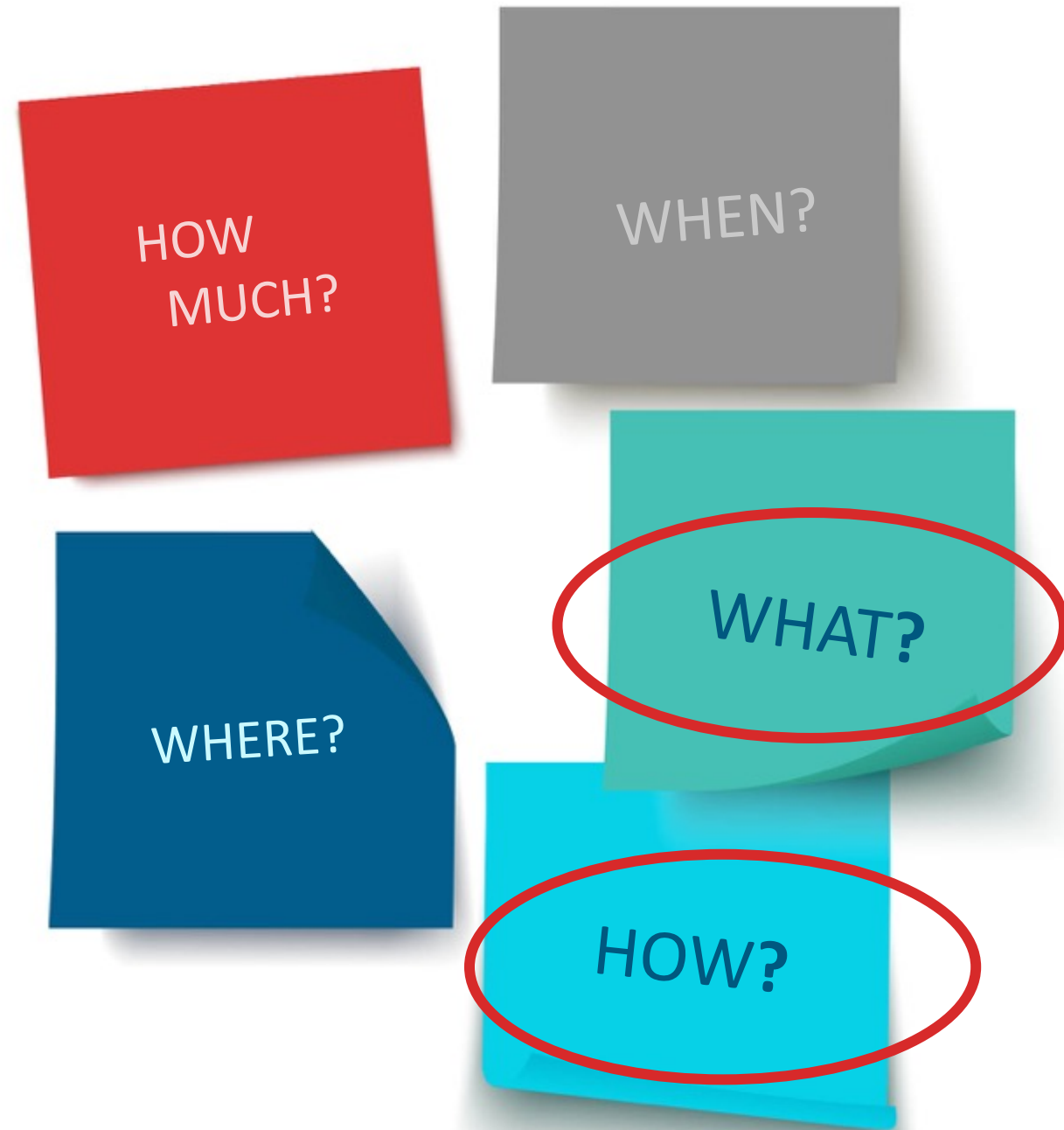
COACHING PROCESS INQUIRY



Open Inquiry

Questions for which **you** do not have an answer.

Asked to help the **problem solver** more deeply understand **their** problem.



WHAT?

HOW?

Diagnostic Inquiry

Asked to help the **problem solver** see cause and effect.

Watch out for non-causal
“why” questions!



Prompting Inquiry

Leading & closed-ended questions.

Your idea with a question mark.

What if you tried...?

...My idea!

BEWARE!!!

ADVOCACY IN DISGUISE



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Coaching Process Inquiry

Asked to help understand where they are in the **problem-solving process** or about **the coaching relationship**.



Get the free “3 Tips to Break Your Telling Habit” Guide
<https://KBJAnderson.com/telling-habit/>

Listen openly & with patience

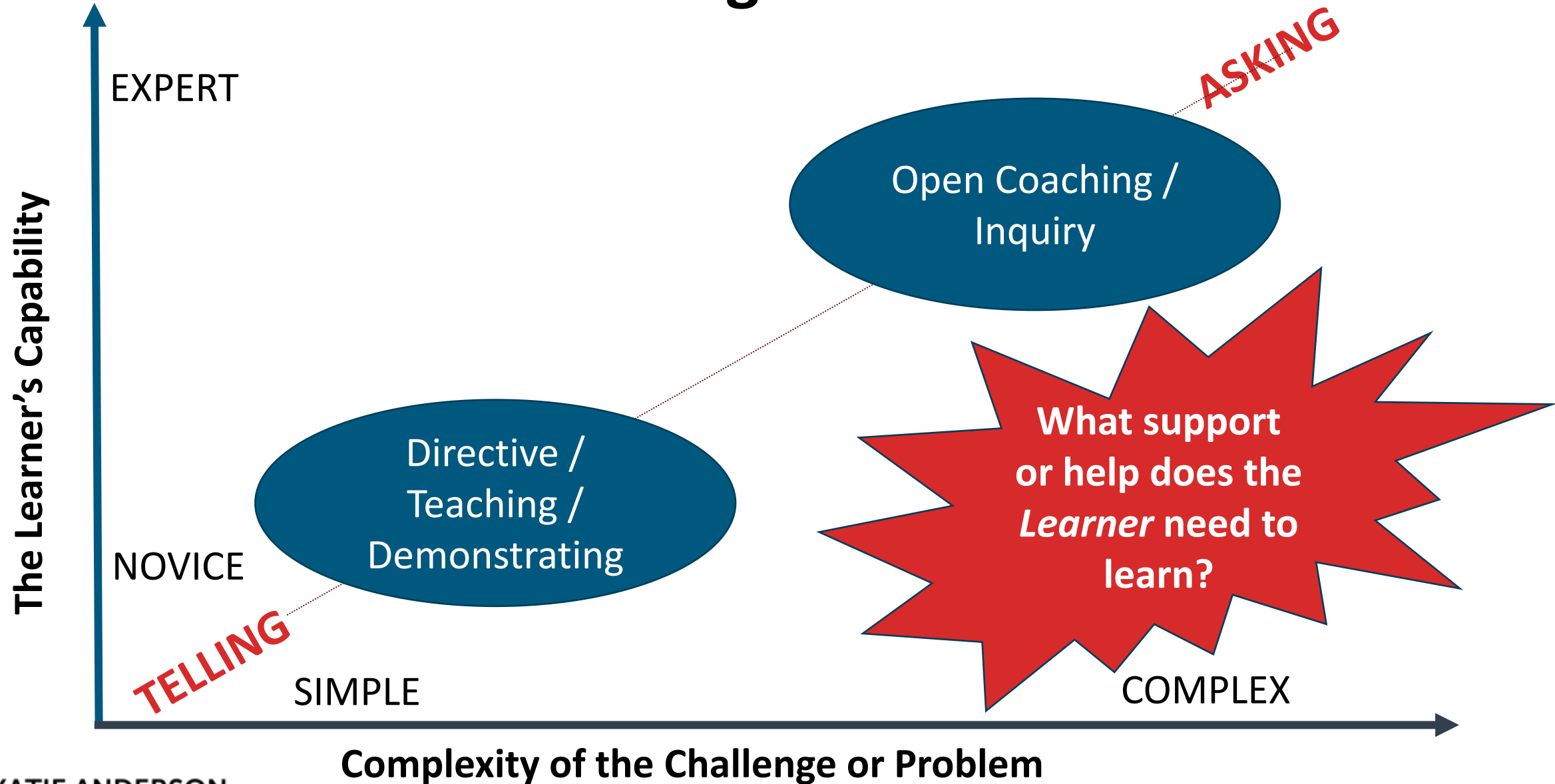


What if someone is stuck?



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The Coaching Continuum



**What is your key
takeaway from this
section?**

Lead with Intention

1

Set the direction

2

Provide support

3

Develop yourself

A Leader's Purpose

1

Set the direction

1 Provide a direction, challenge, or target



Based on what is NEEDED, not by what is ACHIEVABLE.

Challenge Assumptions



What is the *real* problem?
(Target – Actual = GAP)

What do you actually know?
→ How do you know it?

What do you need to know?
→ How can you learn it?

A Leader's Purpose

1

Set the direction

2

Provide support

2

Create the *conditions* for learning.



CHALLENGE

+

SUPPORT



Inspire Thinking & Experimentation

What ideas do you have?

What *can* you do?

What next step will you take?

What do you expect to happen?



A Leader's Purpose

1

Set the direction

2

Provide support

3

Develop yourself



"I am a business
condition
that requires
improvement."



Intentions + Goals



**Who do you want to
BE?**



**What do you want to
ACHIEVE?**

**Strengthen the Habit of
ASKING before TELLING!**

1

Take an **intention** **pause**



What is my
PURPOSE?
+
How do I align my
ACTIONS?



2

**ASK a question first
to assess what help
is needed...**

**...Before
jumping
in to TELL**



3

Pay attention to the **quality** of your questions

Beware of
advocacy in
disguise!!!



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**Amplify your
impact**



1+1 =

MUCH MORE than 2

**“Fall down seven times,
get up eight.”**

-Japanese proverb



Set your Intention:

Align Your Actions with Your Purpose as
a Leader or Coach

What will you **practice**
with intention to get
out of your telling habit?



Let's Keep Learning Together!



Katie Anderson

Send me an email

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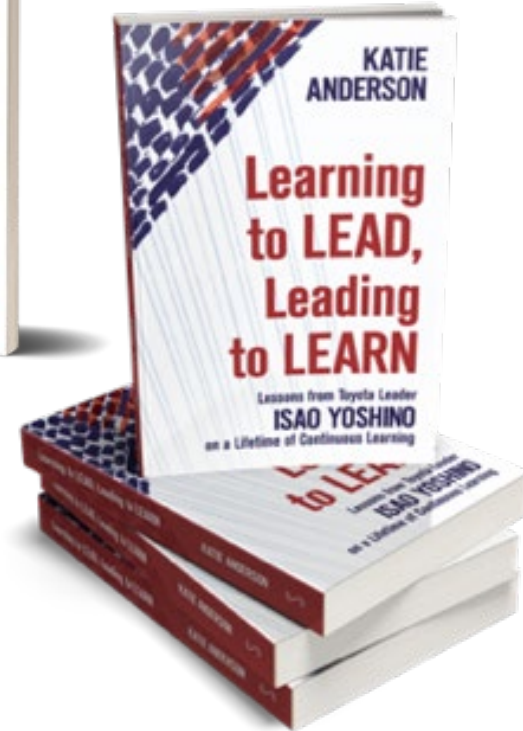
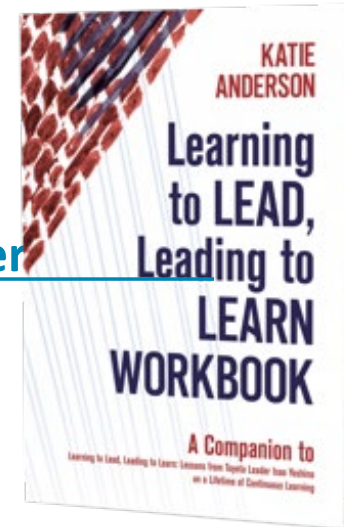
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What **ONE WORD** describes
your learning experience
today?

