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

– Isao Yoshino
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: Screen’s on yet I’m doing other things and not really “here”.

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

7: 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?

TELLING

ASKING

You do!
The Helping Continuum

EXPERT

YOU

PROBLEM SOLVING OWNERSHIP

THE PERSON YOU ARE HELPING

PROCESS COACH

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struggle
CHALLENGE

Learning Zone

SUPPORT

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Developing a Learning Organization

Technical

Problem-Solving Skills

Social

Coaching For Problem-Solving Skills

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Learn to Navigate the Leadership Continuums

Telling
Expert
Challenge
Business
Outcomes

&

Asking
Coach
Support
People
Development

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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.

BEWARE!!!

ADVOCACY IN DISGUISE

What if you tried...?

...My idea!
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?
The Coaching Continuum

The Learner's Capability

The Complexity of the Challenge or Problem

- Novice
  - Simple
    - Directive / Teaching / Demonstrating
- Expert
  - Complex
    - Open Coaching / Inquiry

What support or help does the Learner need to learn?
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
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
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?

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

...Before jumping in to TELL
Pay attention to the quality of your questions

Beware of advocacy in disguise!!!
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?

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Let’s Keep Learning Together!

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What ONE WORD describes your learning experience today?