# Kick Some Ask!®

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# How much time do you spend talking vs listening?



# Thanks!



# 2 Asks

1. Take care of yourself.

2.) Take care of others.



### Kick Some Ask!

Hello,

Thank you for attending Kick Some Ask® - I'm really glad you did!

The training will focus on three steps to asking questions that matter. Your time is important and my goal is that you find this training time well spent.

If you have any questions, reach out. I would love to hear from you!

Take care and keep dancing,



AMY LENEKER

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CERTIFIED DARE TO LEAD™ FACILITATOR

AMY@THELENEKERTEAM.COM

## Handout



#### Connection

Connection is the energy that exists between people when they feel seen when they can give and receive without judgment; and when they derive from the relationship.

Source: Dr. Bren

#### **Benefits of Great Questions**

- 1. Exchange of information.
- 2. Unlocks value in an organization.
- 3. Spurs learning and exchange of ideas.
- 4. Fuels innovation.
- 5. Improves performance.
- 6. Builds trust.
- 7. Mitigates risks by uncovering unforeseen pitfalls or hazards.

Source: How to Ask Great Questions, Han

#### Stages of Psychological Safety

- 1. Inclusion
- 2.Learner
- 3. Contributor
- 4. Challenger

Source: Clark, Timothy. The Four

#### Rumble Language

The story I make up

I'm curious about

Tell me more

That's not my experience

I'm wondering

Help me understand Walk me through that

What's your passion around this

Tell me why this doesn't fit/work for you

Source

www.TheLenekerTeam.com



#### **SCARF Model**

- S Status: Our relative importance to others.
- **C- Certainty:** Our ability to predict the future.
- A Autonomy: Our sense of control over events.
- **R Relatedness:** How safe we feel with others.
- **F Fairness:** How fair we perceive the exchanges between others to be.

Source: Dr. David Rock, ww

Take the free assessment - https://neuroleadership.com/research/tools/nli-scarf-assessment/

#### FACT™ Model

Fluency - How easy/hard is it to process incoming informat

Amount - How much information can we hold at any given r

Coherence - How does new info connect to existing knowl

Time - How much time does the brain need to process?

Commitment

urce: I commit to...

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#### Sources

Books

Bridges, W. (2017). Managing Transitions: Making the Most of Change

Brown, B. (2018). Dare to Lead

Clark, T (2021). The 4 Stages of Psychological Safety

Collins, J (2001). Good to Great: Why some Companies Make the Leap and Others Don't

Edmondson, A (2018). The Fearless Organization - Creating Psychological Safety in the Workplace for learning, Growth and Innovation

#### Articles

3 Ways to Neutralize Resistance to Change, PROSCI, 2019 https://bloq.prosci.com/3-ways-to-neutralize-resistance-to-change

Bridges' Transition Model: Getting People Through Change, Mindtools. 2020 https://www.mindtools.com/pages/article/bridges-transition-model.htm

Foster Psychological Safety in Teams, ReWork.

 $https:\!//rework.withgoogle.com/guides/understanding-team-effectiveness/steps/foster-psychological-safety/$ 

Managing with the Brain in Mind, Dr. David Rock, 2009 https://www.strategy-business.com/article/09306?gko=9efb2

The Surprising Power of Questions: How to Ask Great Questions, Harvard Business Review, 2018 https://hbr.org/2018/05/the-surprising-power-of-questions

Why This Stage of the Pandemic is Making Us So Anxious, The Washington Post, 2021 https://www.washingtonpost.com/outlook/2021/08/11/pandemic-anxiety-psychology- delta/

#### Video

Brené Brown on Empathy

https://www.youtube.com/watch?v=1Evwgu369Jw

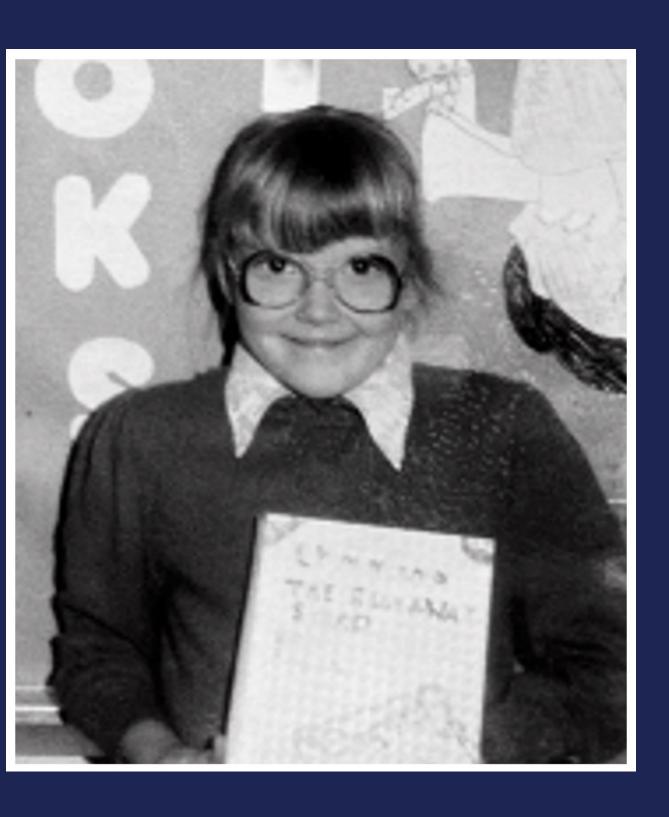
The SCARF Assessment by NeuroLeadership Institute https://neuroleadership.com/research/tools/nli-scarf-assessment/

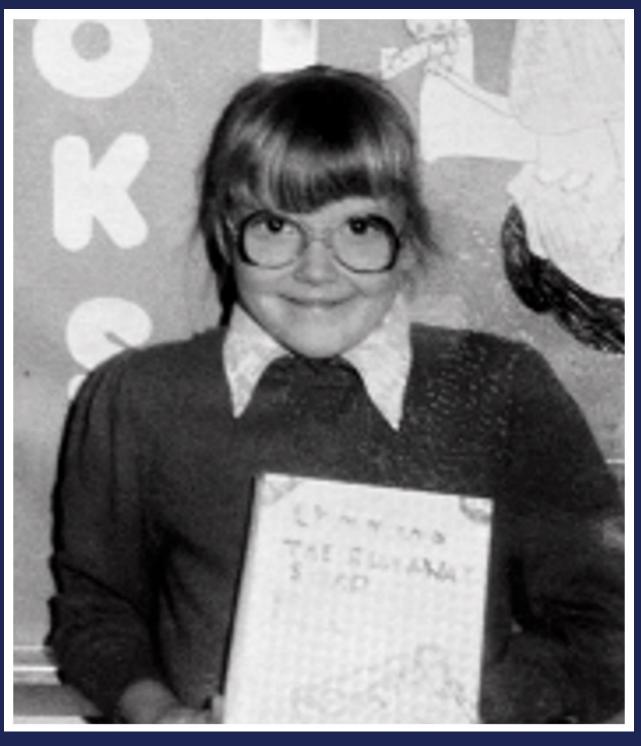
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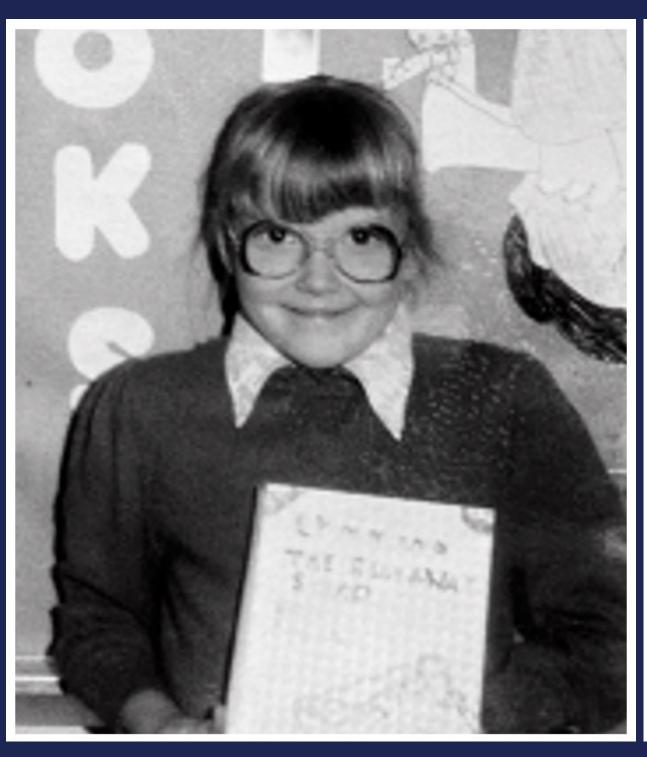
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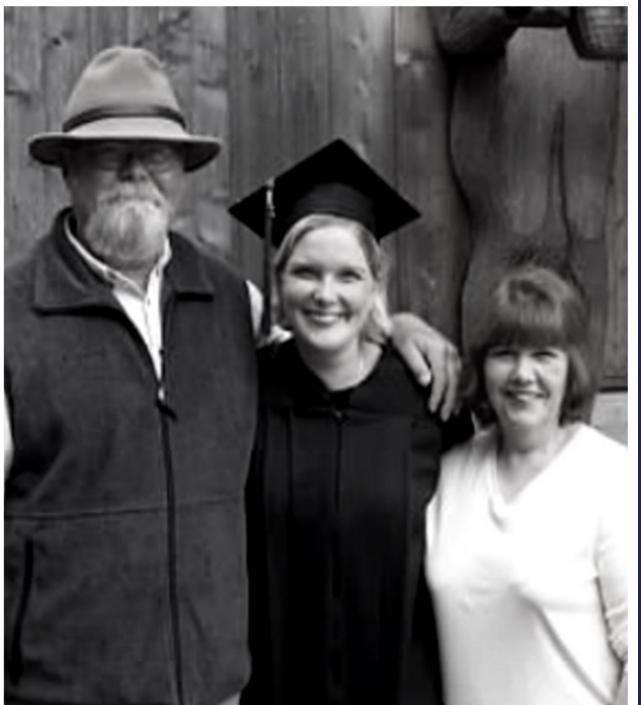
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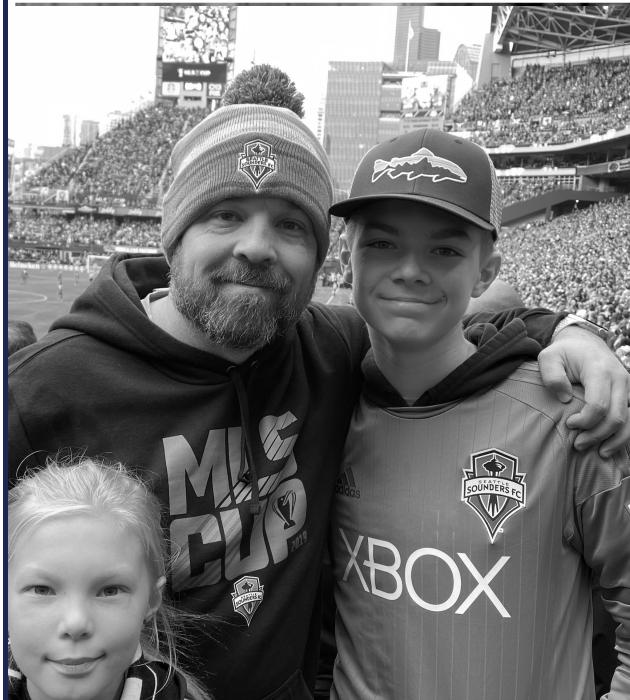












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The answers are all out there.

The answers are all out there. We just need to ask the right questions.

OSCAR WILDE

## **Exchange of information**

# Questions

**Exchange of information** 

Unlocks value in an organization

Spurs learning and exchange of ideas

**Fuels innovation** 

Improves performance

**Builds trust** 

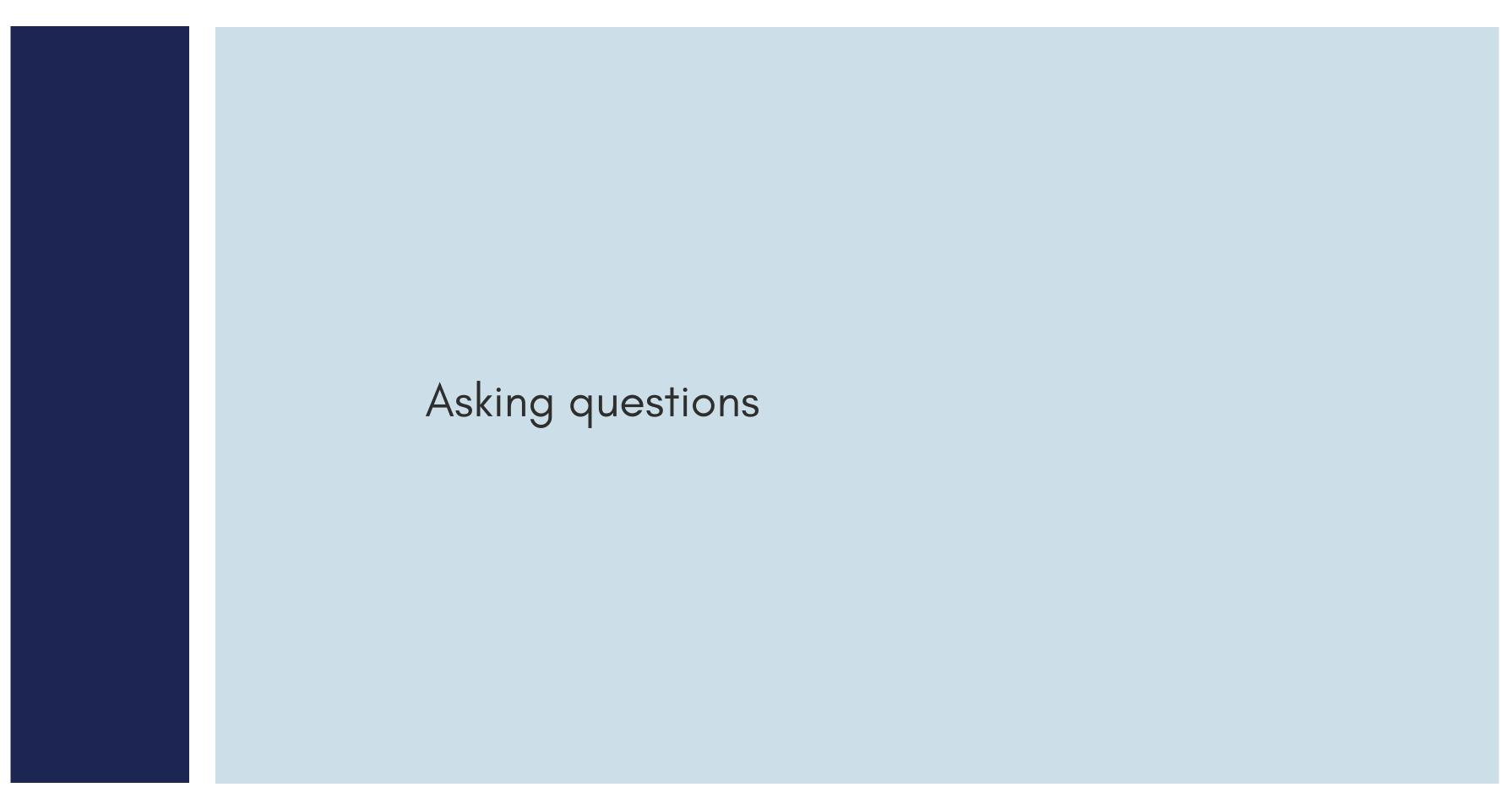
Page 2

Mitigates risk by uncovering unforeseen pitfalls or hazards

## Connection

is the energy that exists between people when they feel seen, heard, and valued;
when they can give and receive without judgment;
and when they derive sustenance and strength
from the relationship.

BRENÉ BROWN



- () Before
- 2.) Asking questions
- 3.) After

# Part 01

Before



# Most of us don't ask enough questions, nor do we pose our inquiries in an optimal way.

HARVARD BUSINESS REVIEW, 2018





Most of us don't ask enough questions, nor do we pose our inquiries in an optimal way. and when we do, we can ask PRETTY CRAPPY ones.

AS INTERPRETED BY AMY LENEKER



Leading

Assumptive

Binary

Confusing

Double-barreled



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# Psychological Safety

a shared belief held by members of a team that the team is safe for interpersonal risk taking.



# No One Wants to Look Ignorant Incompetent Intrusive Negative



No One Wants to Look	It's Easy to Manage!
Ignorant	Don't Ask Questions
Incompetent	Don't Admit Weakness or Mistakes
Intrusive	Don't Offer Ideas
Negative	Don't Critique the Status Quo



No One Wants to Look	Impression Management
Ignorant	Don't Ask Questions
Incompetent	Don't Admit Weakness or Mistakes
Intrusive	Don't Offer Ideas
Negative	Don't Critique the Status Quo



# Conversations

Information Exchange

Learning

Impression Management

Liking

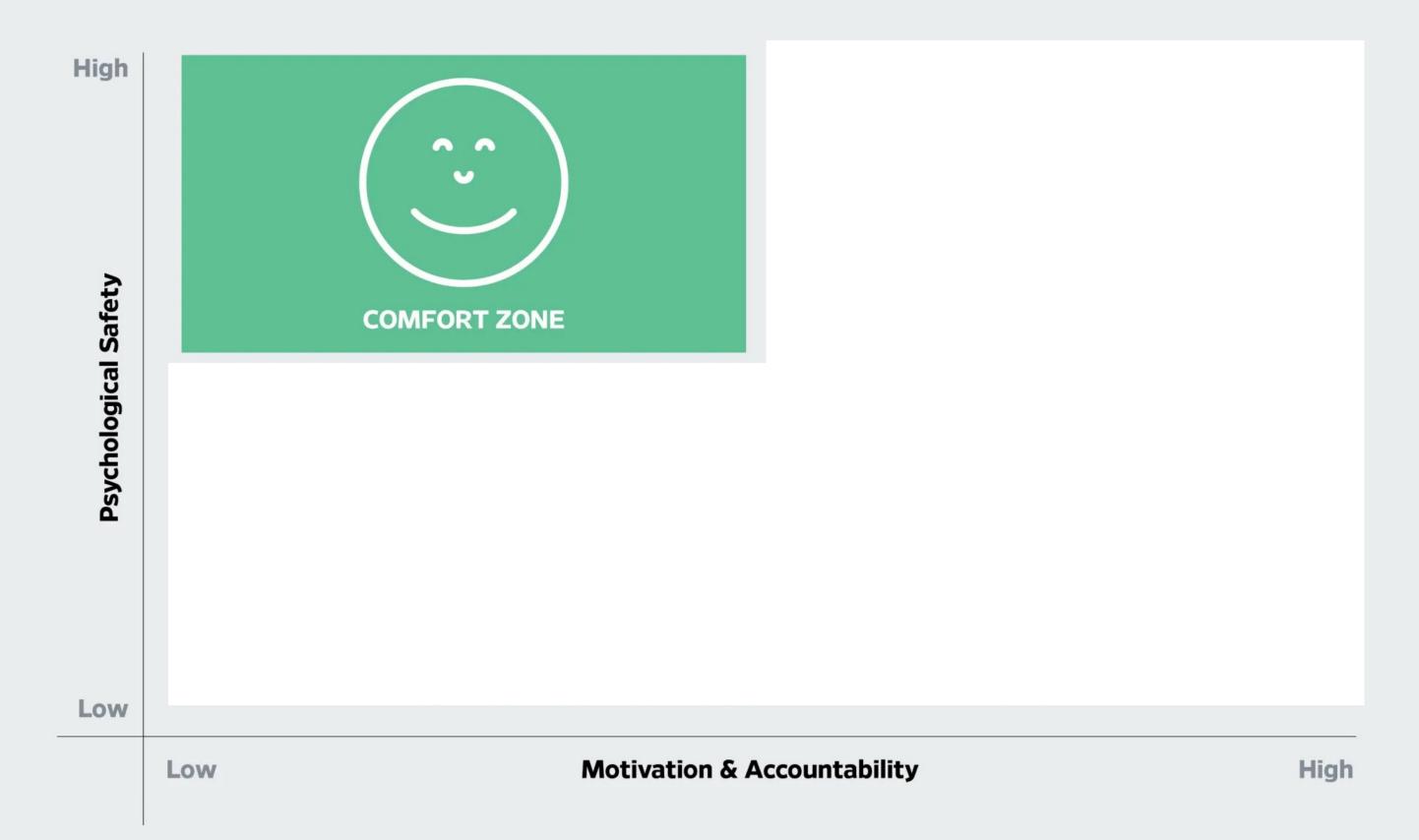
# 4 Stages

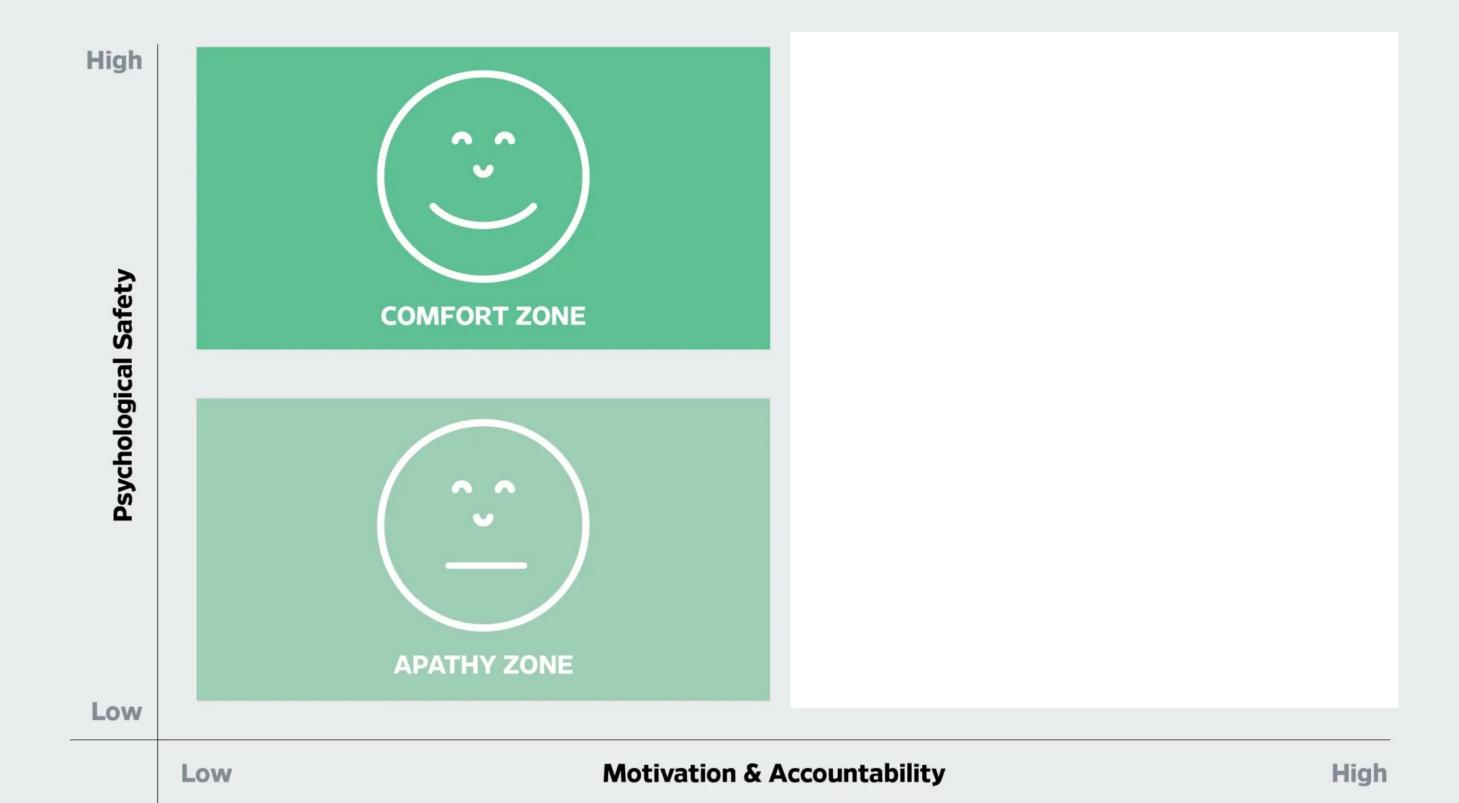
- (I.) Inclusion
- 2. Learner
- (3.) Contributor

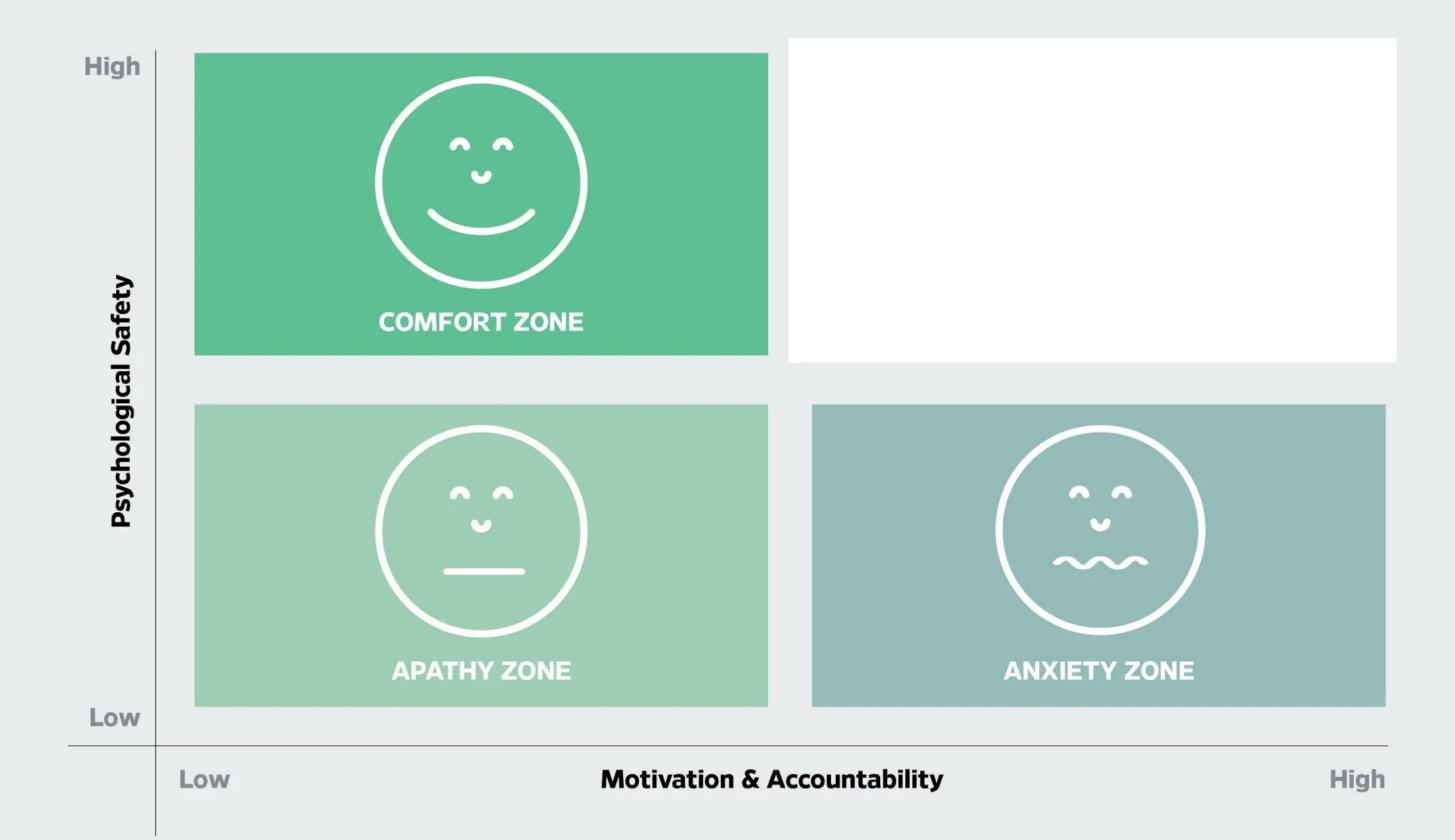


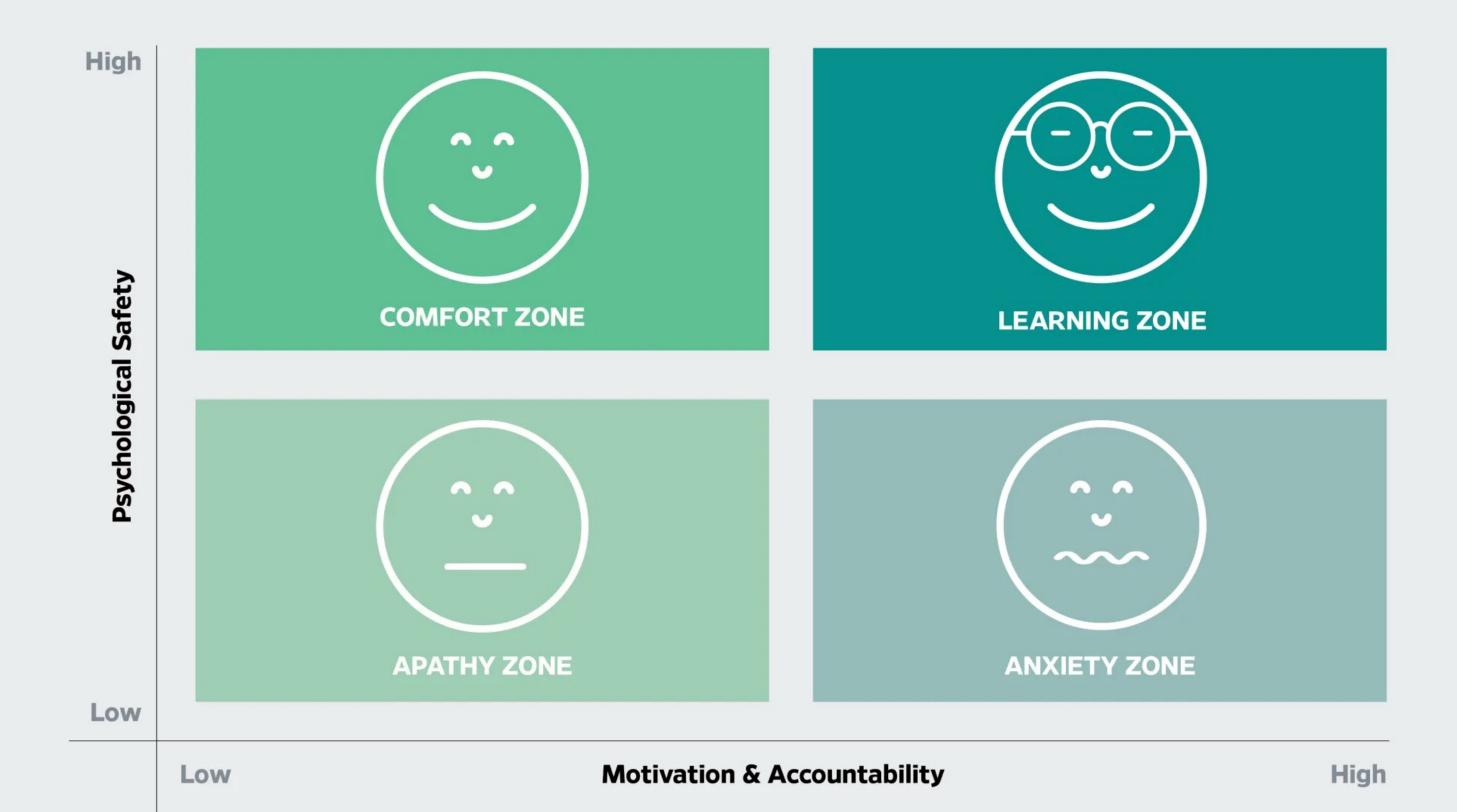
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# Part 02

During

# Curiosity

# Rumble Language

The story I make up...

I'm curious about...

Tell me more...

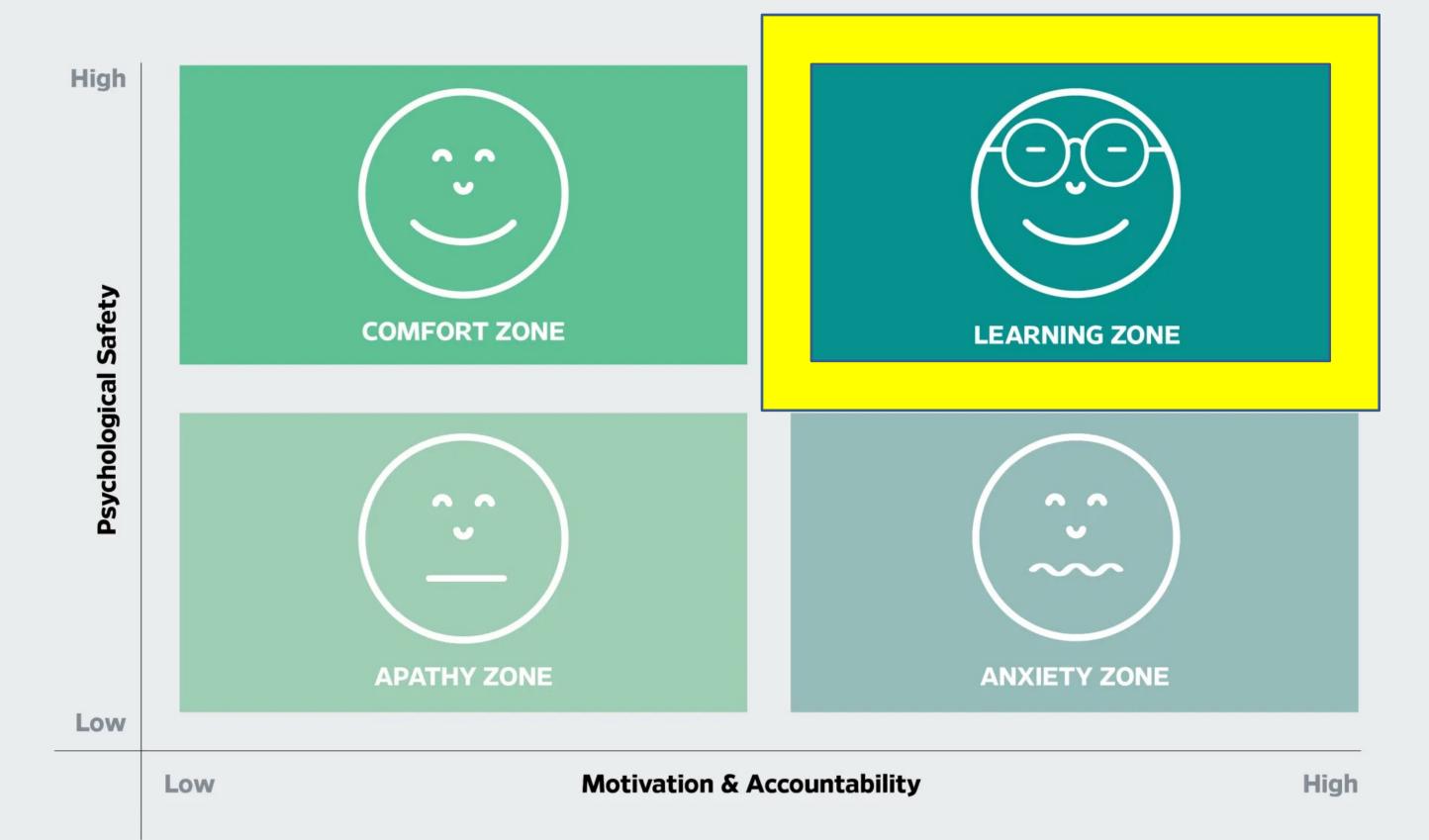
I'm wondering...

Help me understand...

Walk me through that...

Tell me what doesn't fit/work for you...

#### Page 2





Listen with the same passion with which we want to be heard.

- Dr. Harriet Lerner



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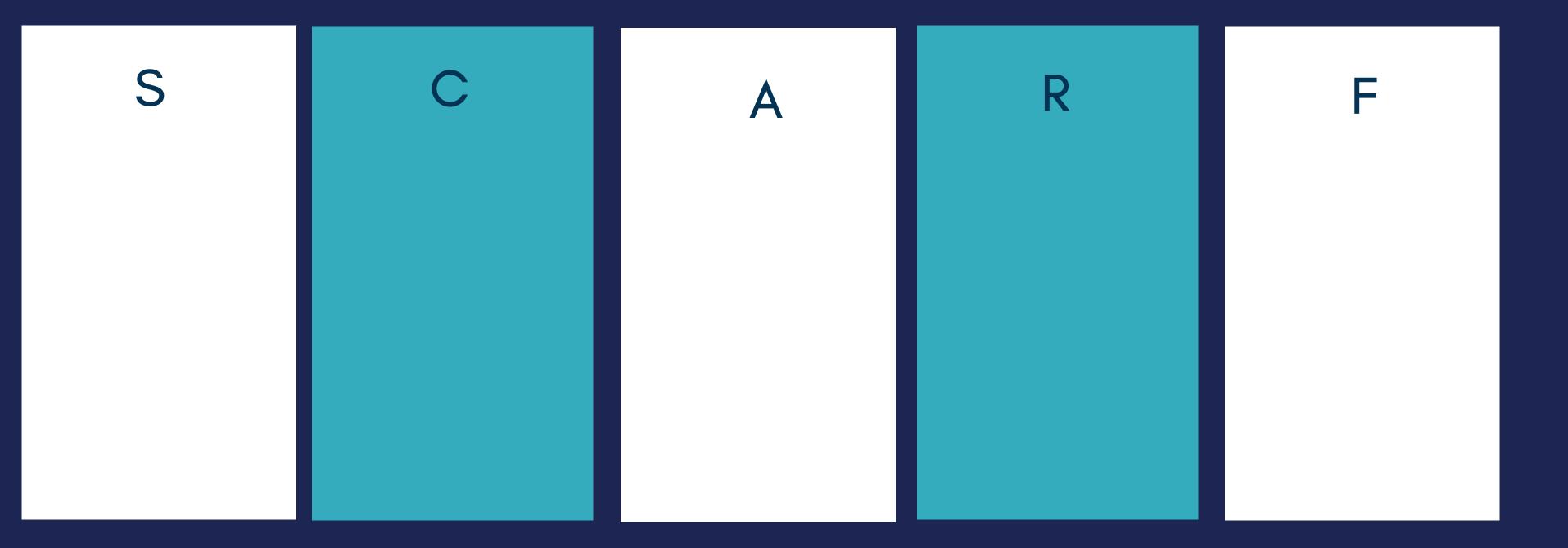




Source: Rock, Dr. David, SCARF - A Brain-based model for collaborating with and influencing others.https://davidrock.net/publications

# 5 Domains that Influence our Behavior in Social Situations

### SCARFTM Model





### SCARFTM Model

Status Certainty Related-Fairness Autonomy ness

## The SCARE Assessment











Discover which social rewards and threats affect you the most.



**Get Started** 

F

A

C

T

Fluency – How easy/hard is it to process incoming information?

A

C

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Fluency – How easy/hard is it to process incoming information?

Amount - How much information can we hold at any given moment?

C

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Fluency – How easy/hard is it to process incoming information?

Amount – How much information can we hold at any given moment?

Coherence - How does new info connect to existing knowledge?

T

Fluency - How easy/hard is it to process incoming information?

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Time - How much time does the brain need to process?

# Part 03

After

# Follow Up & Close the Loop

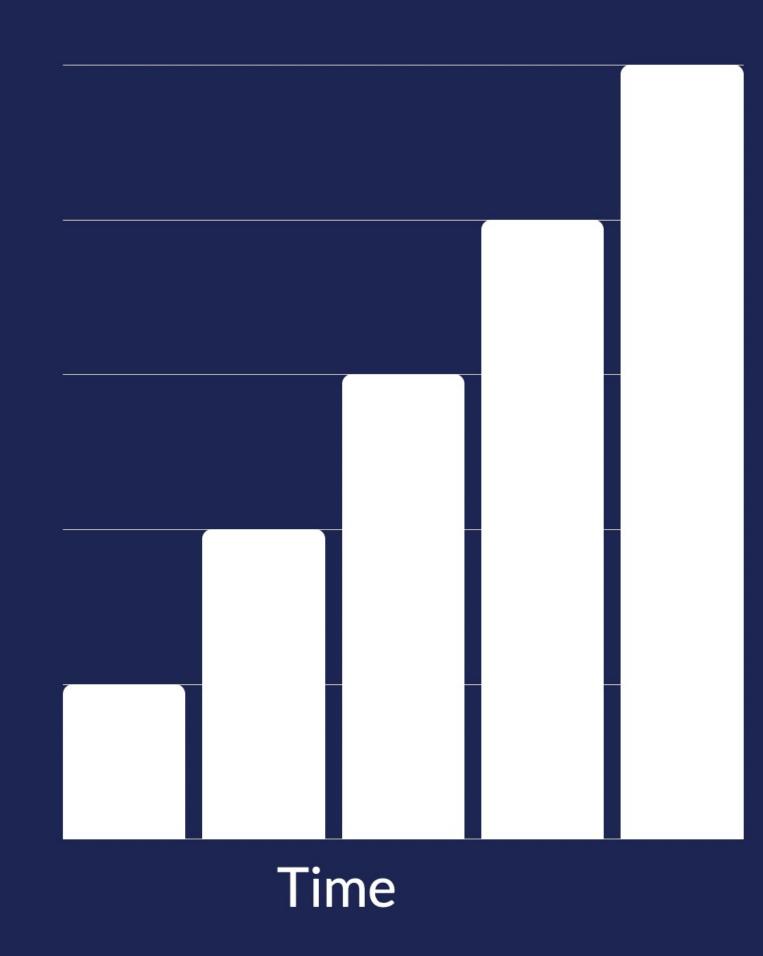


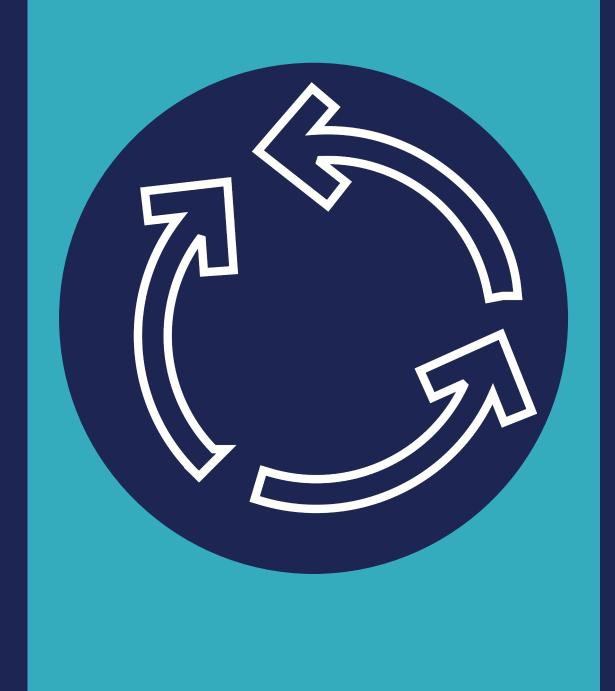
### Progress

### Focus

Quantity and Quality of Questions

Questions





By asking questions, we naturally improve our emotional intelligence, which in turn makes us better questioners.

### The Washington Post

### Why this stage of the pandemic makes us so anxious

Many of us are suffering from 'pandemic flux syndrome'

By Amy Cuddy and JillEllyn Riley

August 11, 2021 at 12:37 p.m. EDT



Mid July 2021

62%

Worried about Delta Variant

52%

Feeling hopeful about the near future

### Pandemic Flux Syndrome

Our nervous systems seek certainty, so this prolonged limbo is grating on us as individuals and as a group.

We keep reaching for understanding and continue to get crushed by the waves of a fluctuating reality.



- Before
- 2. During
- 3.) After

LET'S

I commit to...

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What might happen if we ended fewer sentences with a period – and more with a question mark?

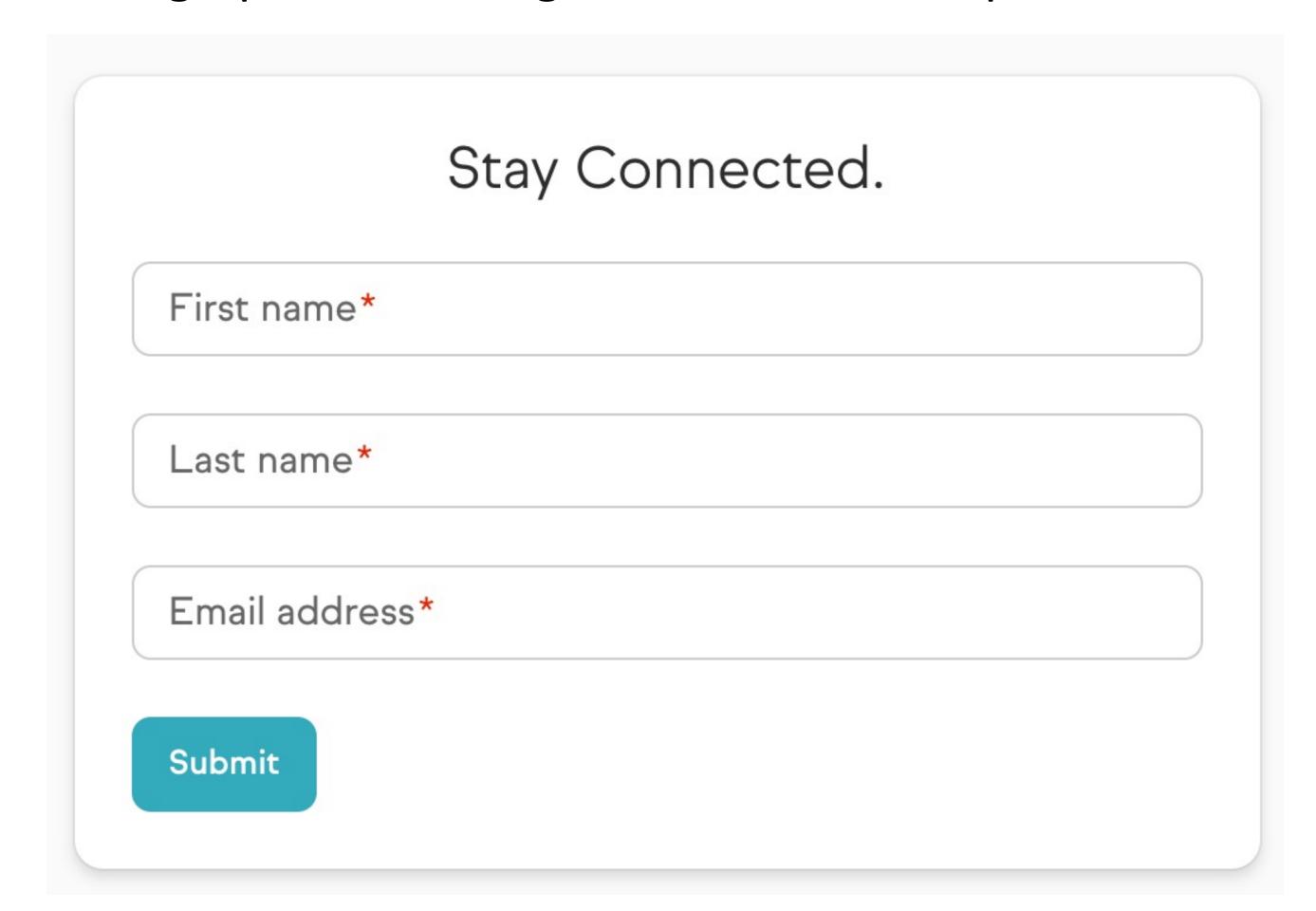




What might happen if we ended fewer sentences with a period – and more with a question mark?



#### Want the graphic recording from this workshop? Let's Connect!



# Repintalination

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