Kick Some Ask!®

Amy Leneker
Leadership Consultant &
Certified Dare to Lead™ Facilitator
The Leneker Team, LLC
How much time do you spend talking vs listening?
Thanks!
2 Asks

1. Take care of yourself.

2. Take care of others.
Handout

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

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

Benefits of Great Questions
1. Exchange of information.
2. Unlocks value in an organization.
3. Sparks learning and exchange of ideas.
4. Fuels innovation.
5. Improves performance.
7. Mitigates risks by uncovering unforeseen pitfalls or hazards.

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

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Sources
Books
- Brown, B. (2018). Dare to Lead
- Collins, J. (2001). Good to Great: Why Some Companies Make the Leap and Others Don’t

Articles

Videos
- Brown on Empathy, https://www.youtube.com/watch?v=7QxGzB8Tw
LET'S Chat!

Why are you here?
The answers are all out there.

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

OSCAR WILDE
Exchange of information
Exchange of information
Unlocks value in an organization
Spurs learning and exchange of ideas
Fuels innovation
Improves performance
Builds trust

Mitigates risk by uncovering unforeseen pitfalls or hazards

Source: How to Ask Great Questions, Harvard Business Review, May/June 2018
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

www.TheLenekerTeam.com

Source: Brown, B. Dare to Lead, 2019. www.brenebrown.com
Asking questions
3 Parts

1. 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

Source: How to Ask Great Questions, Harvard Business Review, May/June 2018
Leading
Assumptive
Binary
Confusing
Double-barreled

Examples of Bad Research Questions, Getfeedback.com, January 2020
Why might we hold back from asking a question at work?
Psychological Safety

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

Source: Dr. Amy Edmondson, Rework, https://rework.withgoogle.com/guides/understanding-team-effectiveness/steps/foster-psychological-safety/
<table>
<thead>
<tr>
<th>No One Wants to Look</th>
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<tbody>
<tr>
<td>Ignorant</td>
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<tr>
<td>Incompetent</td>
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<td>Intrusive</td>
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<td>Negative</td>
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Source: Building a Psychologically Safe Workplace, Dr. Amy Edmondson, TED Talk  

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<tr>
<th>No One Wants to Look</th>
<th>It’s Easy to Manage!</th>
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<td>Ignorant</td>
<td>Don’t Ask Questions</td>
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</tr>
<tr>
<td>Intrusive</td>
<td>Don’t Offer Ideas</td>
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Source: Building a Psychologically Safe Workplace, Dr. Amy Edmondson, TED Talk
https://rework.withgoogle.com/guides/understanding-team-effectiveness/steps/foster-psychological-safety/

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<table>
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<th>Impression Management</th>
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Source: Building a Psychologically Safe Workplace, Dr. Amy Edmondson, TED Talk [https://rework.withgoogle.com/guides/understanding-team-effectiveness/steps/foster-psychological-safety/](https://rework.withgoogle.com/guides/understanding-team-effectiveness/steps/foster-psychological-safety/)
Conversations

Information Exchange

Learning

Impression Management

Liking

Sources: Fearless Organizations, Dr. Amy Edmondson & How to Ask Great Questions, Harvard Business Review, May/June 2018
4 Stages

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

Source: Clark, Timothy (2021). The 4 Stages of Psychological Safety
Accountability and Psychological Safety
Accountability and Psychological Safety

- **Comfort Zone**: High Accountability and High Psychological Safety
- **Apathy Zone**: Low Accountability and High Psychological Safety
- **Anxiety Zone**: High Accountability and Low Psychological Safety
Accountability and Psychological Safety

- **High Psychological Safety, Low Motivation & Accountability:** Apathy Zone
- **High Psychological Safety, High Motivation & Accountability:** Learning Zone
- **Low Psychological Safety, Low Motivation & Accountability:** Anxious Zone
- **Low Psychological Safety, High Motivation & Accountability:** Comfort Zone
Part 02

During
Curiosity
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...

Source: Dare to Lead, Dr. Brené Brown, 2018
https://brenebrown.com/blog/2019/05/01/lets-rumble/
Accountability and Psychological Safety

- **COMFORT ZONE**
  - Low Motivation & Accountability
  - High Psychological Safety
- **APATHY ZONE**
  - Low Motivation & Accountability
  - Low Psychological Safety
- **LEARNING ZONE**
  - High Motivation & Accountability
  - High Psychological Safety
- **ANXIETY ZONE**
  - High Motivation & Accountability
  - Low Psychological Safety
Listen with the same passion with which we want to be heard.

- Dr. Harriet Lerner
How does stress impact our ability to listen?
AWAY
Threat

TOWARD
Reward

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

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

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

S
Status

C
Certainty

A
Autonomy

R
Relatedness

F
Fairness

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

Discover which social rewards and threats affect you the most.

Get Started

https://neuroleadership.com/research/tools/nli-scarf-assessment/
FACT™ Model

Source: Rock, Dr. David, SCARF - A Brain-based model for collaborating with and influencing others.https://davidrock.net/publications
Fluency - How easy/hard is it to process incoming information?

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

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

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

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

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?

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

**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?

**Time** – How much time does the brain need to process?

Source: Rock, Dr. David, SCARF - A Brain-based model for collaborating with and influencing others. https://davidrock.net/publications
Part 03

After
Follow Up & Close the Loop
Focus
Quantity and Quality of Questions
By asking questions, we naturally improve our emotional intelligence, which in turn makes us better questioners.

Source: How to Ask Great Questions, Harvard Business Review, May/June 2018
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 June 2021

59.2%

Classified as “Thriving”

Source: Gallup poll as reported in Washington Post, August 11, 2021.
Mid July 2021

62%
Worried about Delta Variant

52%
Feeling hopeful about the near future

Source: Gallup poll as reported in Washington Post, August 11, 2021.
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.

Source: Why this stage of the pandemic has us so anxious, Washington Post, 2021
3 Parts

1. Before
2. During
3. After

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LET'S Chat!

I commit to...
What might happen if we ended fewer sentences with a period - and more with a question mark?

Source: How to Ask Great Questions, Harvard Business Review, May/June 2018
What might happen if we ended fewer sentences with a period - and more with a question mark?

Source: How to Ask Great Questions, Harvard Business Review, May/June 2018
Want the graphic recording from this workshop? Let’s Connect!

Stay Connected.

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Last name*

Email address*

Submit
Keep in touch!

NAME
Amy Leneker

WEBSITE
TheLenekerTeam.com

EMAIL
Amy@TheLenekerTeam.com