

Questions to help us “listen with the intent to understand”

Ask questions of others to Inquire and Disclose:

INQUIRE: Seek to understand the views of others by asking GOOD questions about their thinking process, assumptions, concerns, needs.

DISCLOSE: Share your views with others and encourage understanding of YOUR thinking process, assumptions, concerns, needs.

Ask questions of yourself to Reflect:

REFLECT: Learn about and gain clarity around your own thinking by reflecting on your thoughts, assumptions, beliefs, intentions, needs, and wants.

Sample *Inquire* Questions

- *What's most important about that to you?*
- *What's the significance of that?*
- *I want to understand how you got there (to that conclusion). Will you walk me through your thought process?*
- *How would that impact _____?*
- *What is the benefit of _____?*
- *What I hear you saying is _____. Do I have that right?*

Sample *Disclose* Questions

- *To get a clear picture of what I'm talking about imagine that ...*
- *Where do you need me to clarify or explain my reasoning?*
- *Here's one aspect I'd like you to help me think through...*
- *What do you want to add here?*
- *How do you see it differently?*
- *Where is our thinking aligned?*

Sample *Reflection* Questions

- *What assumptions am I making?*
- *Have I checked those out with others involved?*
- *What's significant or important to me about this?*
- *What's my greatest concern or fear about this situation?*
- *What do I need or want now?*

