

Thought-Provoking Questions

Explore Perspectives

Big Picture: These questions place the current situation in a broader context.	Assessment: These questions invite consideration of what is going well and what needs improvement.	Cause and Effect: These questions target causes and results and help to uncover core issues and identify important connections.	Compelling Event: These questions help identify the impact of specific events, changes, or requirements.	Making a Comparison: These questions ask for comparisons to identify patterns and trends.
<ul style="list-style-type: none"> What are some factors that might influence your decision? What risks have you identified in your approach? What do you think will happen if you continue with the status quo? 	<ul style="list-style-type: none"> What aspects of your operation are you happy with? How do you understand your lack of progress? To what extent have you come up short on your sales projections? 	<ul style="list-style-type: none"> What factors are cutting into your profitability? What might cause you to go in a different direction? What are you seeing in the data that makes you confident? 	<ul style="list-style-type: none"> What chances for improvement does this new turn of events create for you? How is the company's new focus influencing your priorities? What unforeseen challenges has this new regulation created for the business? 	<ul style="list-style-type: none"> Have you ever been in a similar situation? How did you handle it? When you compare your top two or three most successful projects, what common themes do you see? How do you account for the difference between your current performance and that of your biggest competitors?

Explore Possibilities

What-If: These questions help the other person consider alternative approaches to problems.	Adding Constraints: These questions highlight limitations and help identify what is most important.	Eliminating Constraints: These questions prompt decision makers to look beyond limitations to see more options.
<ul style="list-style-type: none"> What if you could start over? What would you do differently this time? What if you could apply key lessons learned from the past to the system you are implementing today? What would you focus on? What if you could truly understand your customer's concerns? What difference would that make? 	<ul style="list-style-type: none"> If you had to reduce your travel budget by 20%, what would you do? If you could take on only one new initiative, which one would it be? If you could not add any new staff, what approach would you take? 	<ul style="list-style-type: none"> If you could revamp your current sales strategy, how would that improve things? If you didn't have to worry about security issues, what would that free you up to do? If you could have your ideal working relationship with us, what would it look like?

Explore Feelings

Personal Impact: These questions help you understand personal constraints or needs.	Concerns: These questions help clarify fears and doubts.	Personal Motivation: These questions help you better understand a decision maker's key drivers.
<ul style="list-style-type: none"> What pressure is this problem causing you? What is the situation doing to your workload? How is this reorganization impacting your role and priorities? 	<ul style="list-style-type: none"> What concerns do you have about finding a solution to this problem? What could keep you from being successful with this project? What concerns do you have about our team supporting you in this deployment? 	<ul style="list-style-type: none"> What would be a best-case scenario for you in this situation? What could we do to make your job easier? What is the outcome you personally would most want to see?