



# The Curious Leader

Questions as a Superpower

# Introduction

- 30+ years in the software industry
- 14 years as an executive
- 11+ years as a coach practicing Agile
- Ran many departments – Development, Support, Customer Services, IS
- Worked with On Premise software and SAAS for many product lines – Healthcare, Insurance, CRM, ERP, Factory Floor, SCM, HRM, Customer Complaint Management,, Customer Feedback, Call Center Quality Monitoring, Desktop Automation & Monitoring



# Numb to Questions

How you  
doing?

How are  
you?

S'up?

Did you have a  
good weekend?

Did you  
know...?

Really?

Did you find  
everything you  
need?

How's it  
going?

Wow they  
said that?

How many times  
do I have to ask  
you to...?

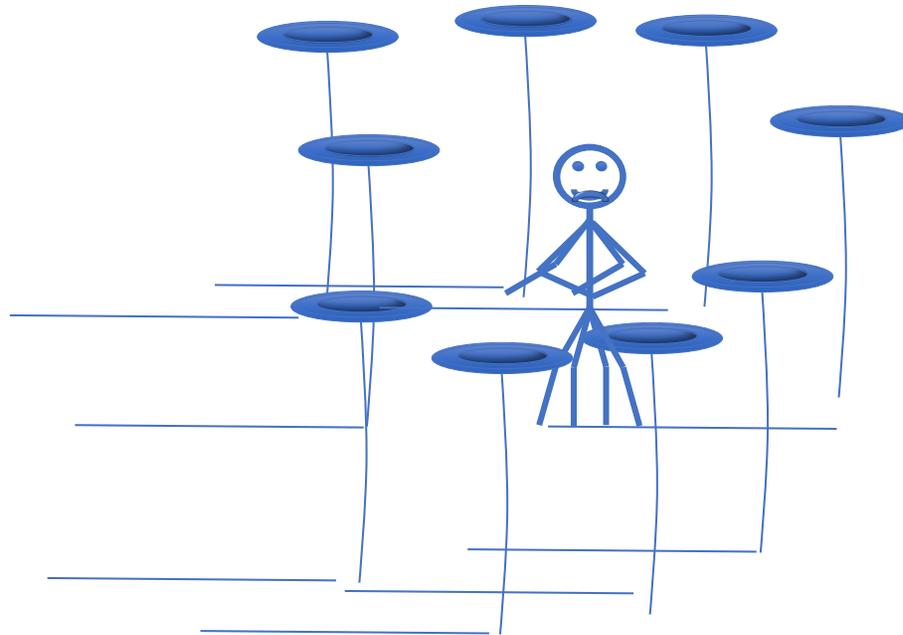
Would you like to  
clean your room?

What's happening?

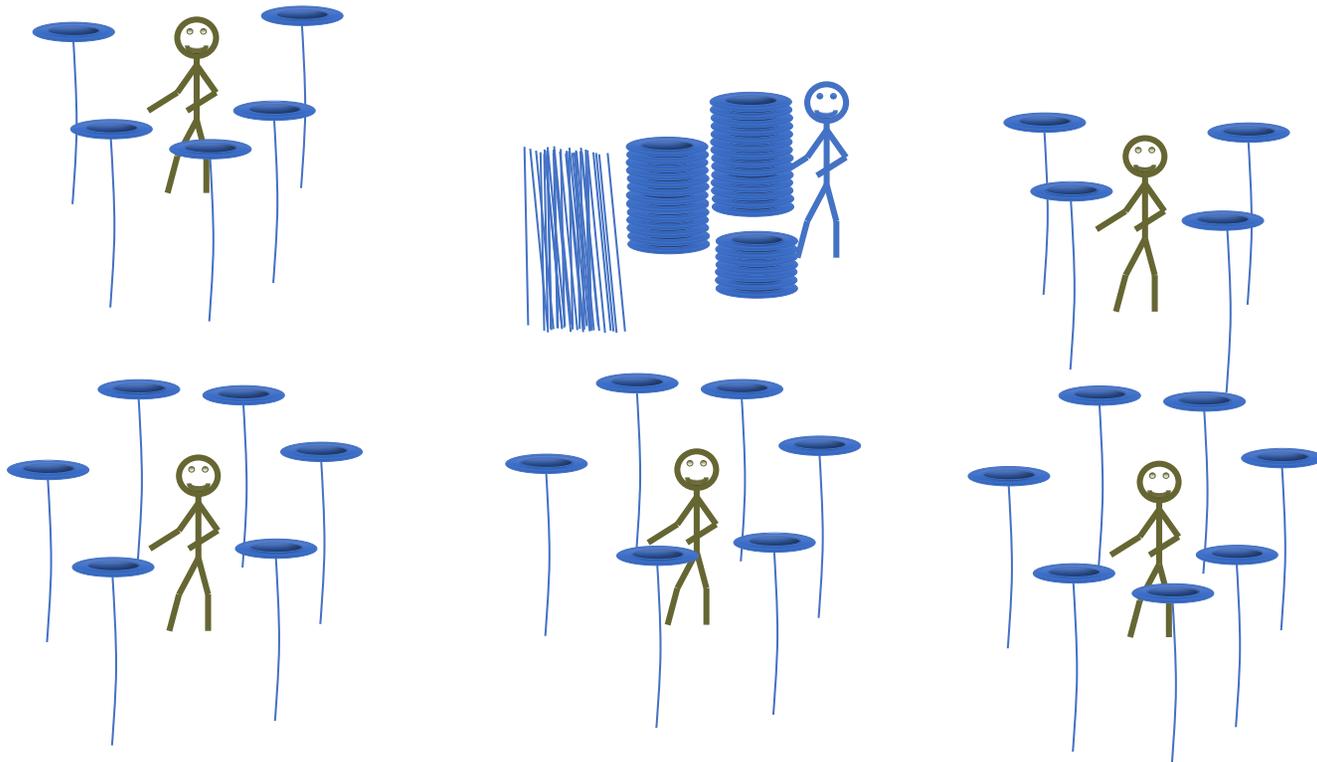
# Technical Leadership



# The Expert



# Multiplying

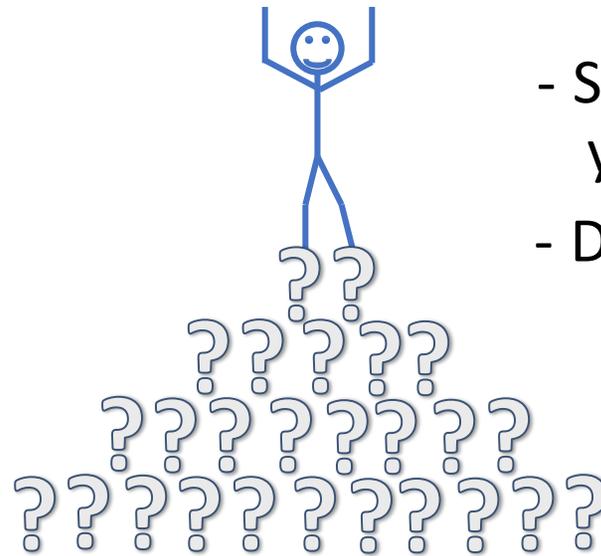




# Questions Empower



Get into pairs



- Share some questions you use or might use
- Do they empower?

# Questions Unstick

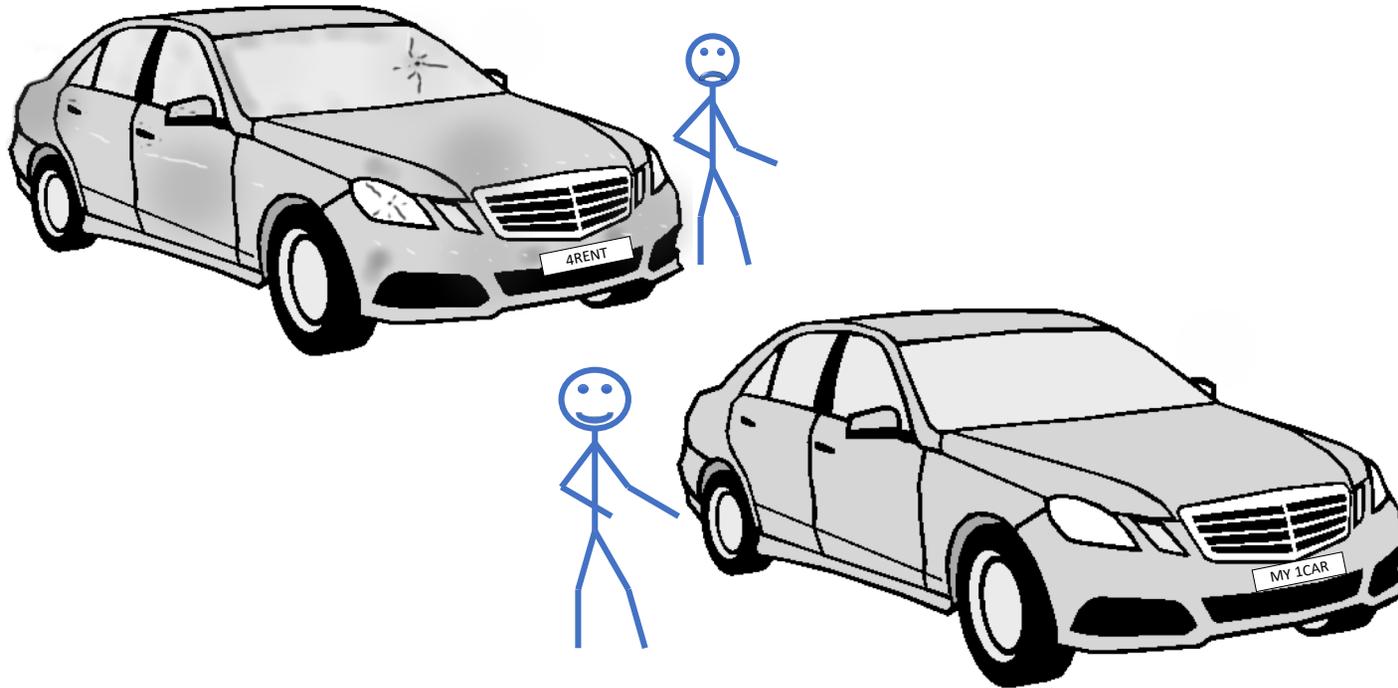


What's next?

What's are your options?

What's challenging you right now?

# Question Shift Responsibility



# Some Go to Questions

What's your biggest challenge right now?

What if you did know?

What's next?

Can you walk me through what you've tried?

What is trying to happen?

What's available from here?

What challenges do you see with this?

What do you notice?

What's possible?

What surprised you about this?

What unanswered questions do you have on this?

What alternatives are there?



# Types of Questions

- Open questions require an answer (not Y/N).
- Some questions can make criticism safe.



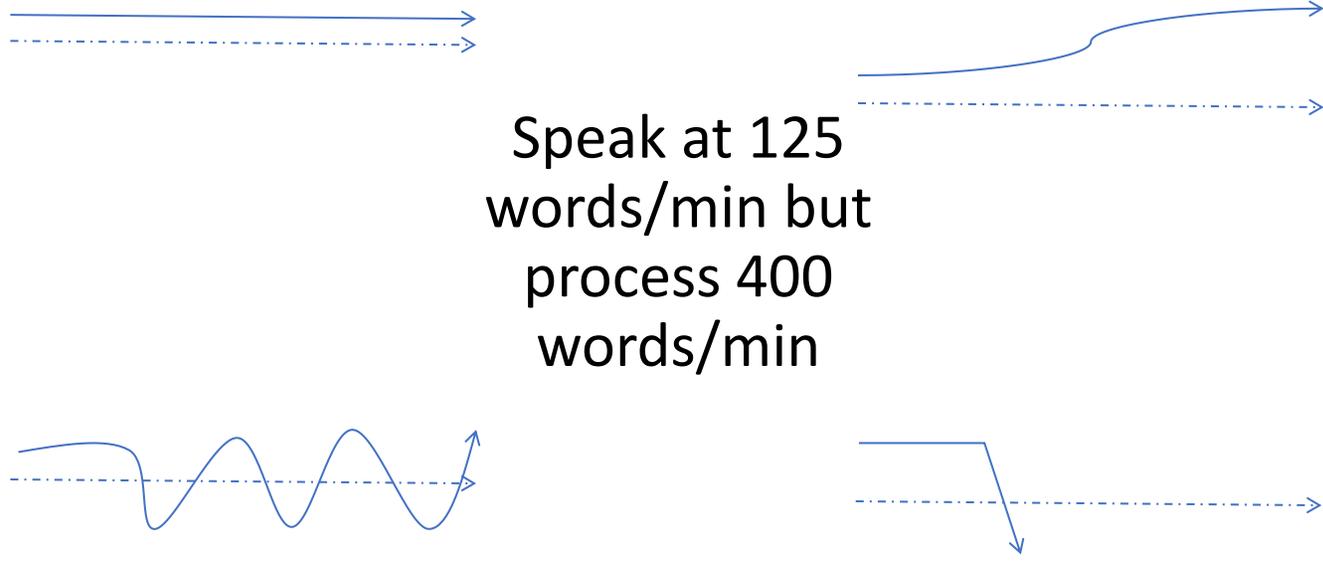
# Spirit & Tone



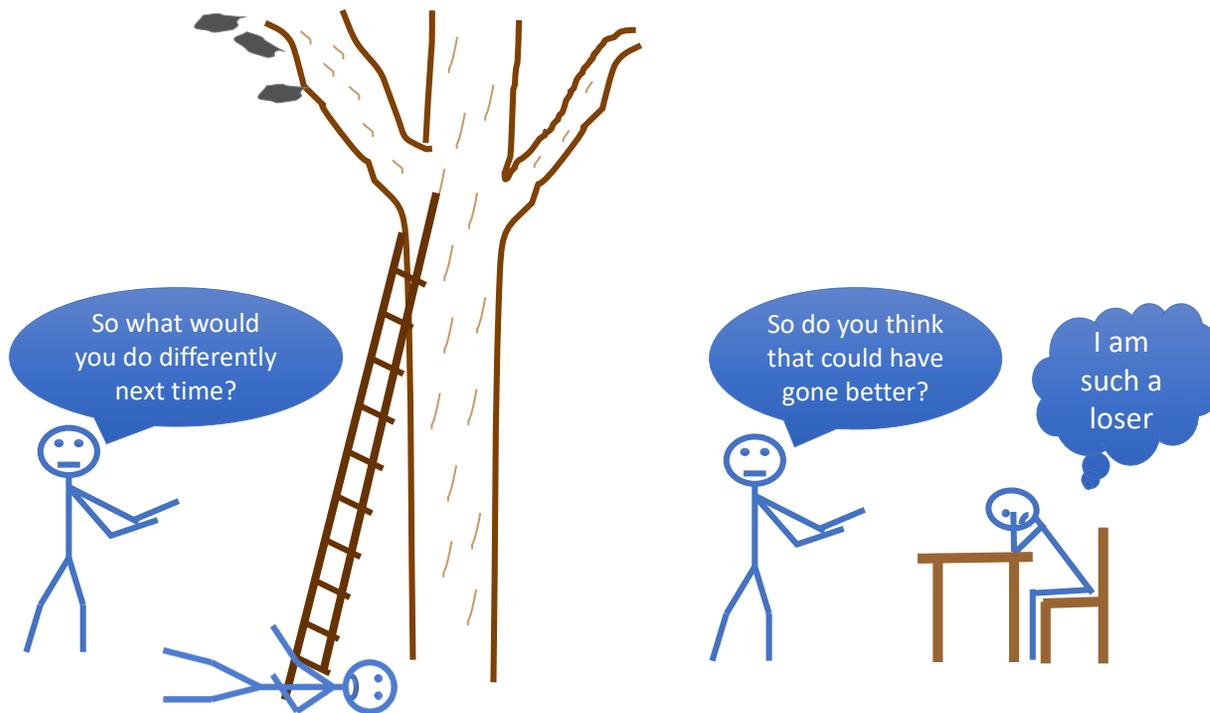
**“The important thing is not to stop questioning. Curiosity has its own reason for existing.”**

**- Albert Einstein**

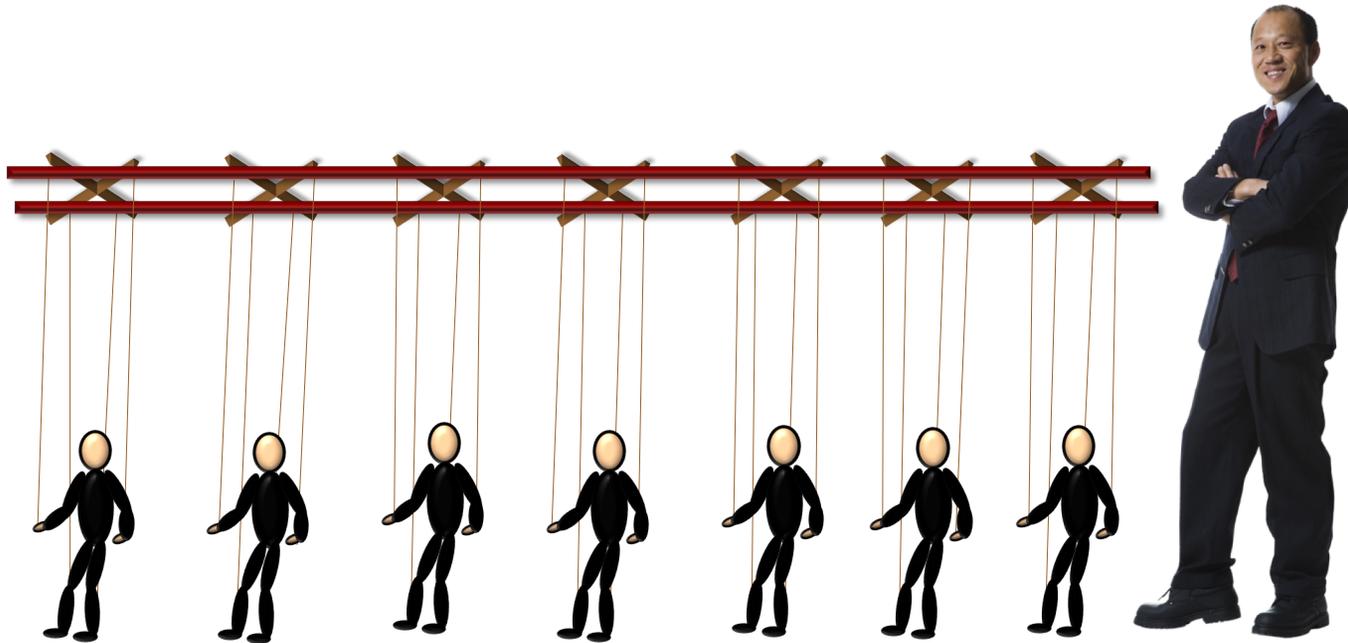
# Paying true attention needs effort



# When not to ask a question



# Manipulation



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# What's next?

