



# ASKING GOOD QUESTIONS

LEVEL 3  
TOOLS

Improving



## When problem-solving in your UBT, co-leads can drive progress by asking thoughtful questions

These motivate your UBTC members to think, analyze, speculate and express feelings. See the examples below. If you select meaningful questions ahead of time, you are more likely to generate the results you are looking for.



### GOOD QUESTION TIPS

Ask one question at a time and truly listen to the answer.

When you want others to think, ask open-ended questions.

Use an inviting, non-judgmental tone-of-voice and body language.

Sometimes the best questions are follow-ups:

- *“Say more about that”*
- *“Give me an example”*
- *“Tell me about a time when...”*

1. What issue do you want to address?
2. What kind of support would you like from me?
3. What do you feel are the barriers to our getting along?
4. What are the root causes of this problem?
5. What are your perceptions of how this change will work?
6. What are some potential solutions to this problem?
7. What strategies or solutions would you like to implement?
8. What are the potential benefits of the new way?
9. What would it take for us to be successful?
10. How will we know if we're successful?
11. How do you see us improving... no shows? wait times? workplace injuries?
12. What would make our department/unit more productive and a better place to work?
13. What are the impacts of this action and how will we evaluate them?
14. What do you like best about working in this unit/department?