



BE LEADERLY

Questions That Leaders
Ask Themselves and
Others

* Welcome



* Welcome Back



* Corporate Subscribers



* Jo Miller

CEO

Women's Leadership Coaching, Inc.



Jo Miller

- Founding Editor of BeLeaderly.com
- Helps women break into leadership in industries such as technology, finance and energy.
- Delivers over 60 speaking presentations annually to audiences of up to 1,200 for women's conferences and corporate women's initiatives.
- Has delivered leadership keynotes and workshops in Australia, Bermuda, Canada, Germany, Israel, New Zealand, Spain, and USA.



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* In This Webinar:

- I. Great leaders ask great questions
- II. Questions for leading yourself
- III. Questions for leading others



**Great leaders ask
great questions**



“Good questions wake people up. They prompt new ideas. They show people new places, new ways of doing things. They help us admit that we don’t know all the answers.”

— Michael J. Marquardt



* What types of questions are you asking?

Backward-looking

- Encourage dependency
- Disengage
- De-motivate
- Manipulate or disempower
- Squelch creativity
- Discourage ownership and responsibility
- Place blame

Forward-looking

- Build self-reliance
- Engage
- Motivate
- Empower
- Ignite creativity
- Instill ownership and responsibility
- Invite reflection



* Statements can close down the thought process. Questions open them up.

- I learned a lot in that webinar.
- What did I learn in that webinar?
- What did I learn that I can put to use?
- What did I learn that I can use to become a better leader?
- What did I learn that I can use to re-build the team's confidence?



* Statements can close down the thought process. Questions open them up.

- Well done, team.
- What did we learn from this success?
- What did we learn that we can put to use?
- What did we learn that we can use to become an even stronger team?
- What did we learn that we can use to win our next bid?



“Good questions
energize people.”

— Margaret Wheatley



Leading Yourself



- * **What mindset would you need to be in, to effectively lead yourself by asking questions?**



Curiosity

Research suggests that intellectual curiosity can affect a person's performance as much as hard work.¹

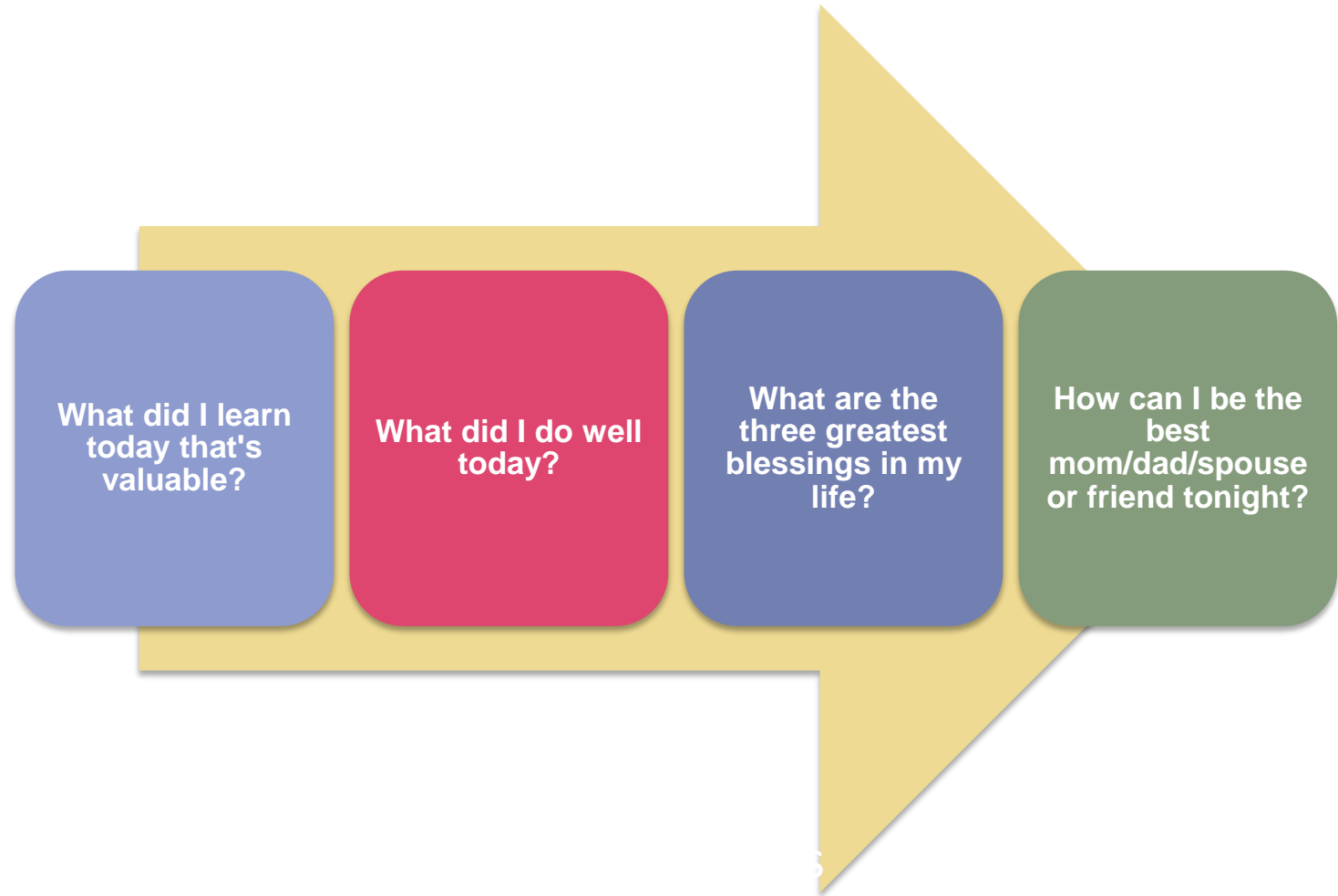
People who were curious about a topic retained what they learned for longer periods of time.²

Curiosity activates reward centers in the brain. By provoking curiosity, we gain pleasure from learning.³

* 4 S's of Mentoring Successes



* 4 Questions to Complete Your Day



— Homeward Bound Framework, by Craig Ross



Leading others



*** What mindset would you need to be in, to lead others by asking questions?**



A Leader's Mindset

Build trust

Be curious

Be non-defensive

Be open to
challenging and
diverse viewpoints

Truly listen

Clarify what you're
hearing

Make it a
conversation

Ask follow-up
questions

Act on what you hear
and learn

* Questions for cultivating talent

“As you watch someone in action, ask these questions:

- What do they do better than anything else they do?
- What do they do better than the people around them?
- What do they do without effort?
- What do they do without being asked?
- What do they do readily without being paid?”

— Liz Wiseman



* Questions for setting expectations and accountability

1. What is our shared goal?
2. What's our ultimate purpose behind this goal?
3. How will we know we're successful?
4. How will we measure success?
5. What steps must we take, to get there?
6. What are we accountable to delivering?
7. What piece of this will you own?
8. How will we hold ourselves accountable?
9. How will we respond if things go off-track?



“A **bad leader** will tell people what to do.

A **good leader** will ask questions and let his or her people figure out the answers.

A **great leader** asks the questions that focus the intelligence of their team on the right problems.”

— Liz Wiseman



* A call to action

- I. Pay attention to questions—that you ask, and that others ask you.
- II. Challenge yourself to ask more questions.
- III. Become a curator of great questions.
- IV. Truly listen to the answers.



Q&A



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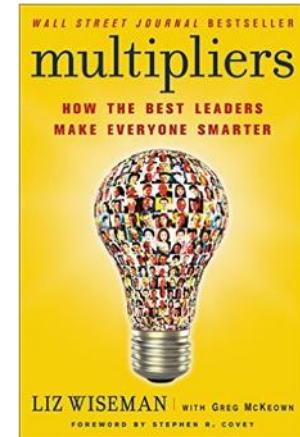


Poll: What is your next step to take?

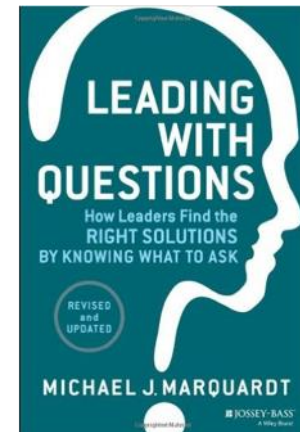


* Recommended

Multipliers: How the Best Leaders Make Everyone Smarter, by Liz Wiseman



Leading With Questions, by Michael J. Marquardt



Closing Thought



Jo Miller



“When we make asking questions a standard practice, it changes us.”

— Michael J. Marquardt



* 9 Types of Courage for Emerging Leaders

Tuesday, December 6, 2016



Jo Miller

Transforming yourself from high-performing employee into an emerging leader can be a challenge. It takes strength, moxie, resilience and courage. If you aspire to lead, here are nine types of courage you'll need.

Speakers: Valerie Drew of MetLife, Kim Ernzen of Raytheon, and Nithya Ruff of SanDisk.



Join me in Heathrow, Florida for a workshop in November!



- **Poised for Leadership, Nov 14,
www.beleaderly.com/pfl**
- **Taking the Lead, Nov 15,
www.beleaderly.com/ttl**



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* Discussion Questions

- 1) What are your thoughts on the power of asking questions as a leadership tool
- 2) Tell us about the best question a leader ever asked you. What was the impact
- 3) What's your favorite to ask yourself? Why?
- 4) What's your favorite to ask others? Why?



* Discussion Questions

- 1) What are your thoughts on the power of asking questions as a leadership tool?
- 2) Tell us about the best question a leader ever asked you. What was the impact?
- 3) What's your favorite to ask yourself?
Why?
- 4) What's your favorite to ask others?
Why?

