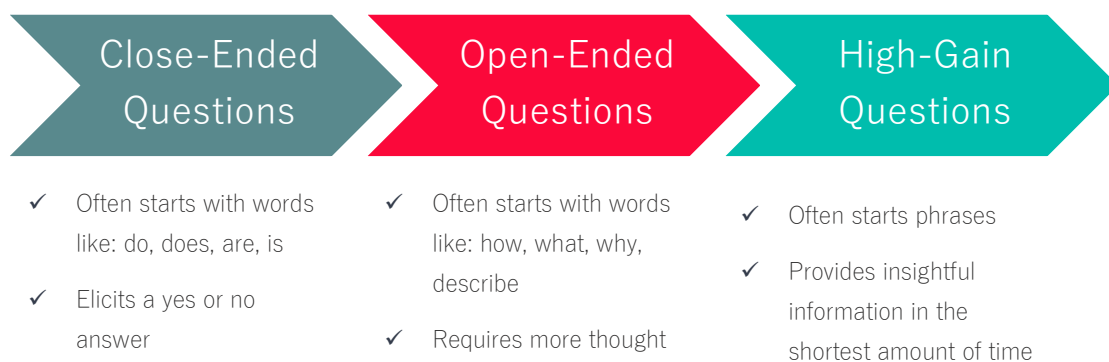




## Leveraging High-Gain Questions That Produce Value In Conversations

By choosing to structure our questions as high-gain ones, we create more value-add in our relationships with our teams and clients. It increases productivity, is more effective, and provides greater impact as leaders. We elevate our ordinary conversations to high-gain ones with these simple phrasings. They show respect, connection and valuing of opinions in our conversations.

### THREE TYPES OF QUESTIONS



### WHY USE HIGH-GAIN QUESTIONS

- ✓ Ensures two-way communication in the relationship
- ✓ Creates a place to think through issues without putting the burden on one person
- ✓ Reduces defensiveness towards suggestions and ideas
- ✓ Creates ownership
- ✓ Provides an opportunity to help clarify action steps
- ✓ Opens up thoughts and issues on topics



## SAMPLE HIGH-GAIN PHRASES

- ✓ Tell me more about ...
- ✓ I'd be interested in knowing your reasons for ...
- ✓ How did you come to that conclusion?
- ✓ What steps led you there?

## THREE TYPES OF HIGH-GAIN QUESTIONS

### INVESTIGATIVE - FACT FINDING QUESTIONS

- ✓ Tell me what you have accomplished so far.
- ✓ How long have you worked on this?
- ✓ Who else has been involved?
- ✓ Where do you think this project went off track?
- ✓ Why has \_\_\_\_\_ occurred?

### DISCOVERY – STIMULATE THINKING & PUSH LEARNING

- ✓ What have you learned from this experience?
- ✓ What does it tell you about your approach?
- ✓ What's the best thing that could happen; what's the worst?
- ✓ What are the alternatives?

### EMPOWERING – TRANSFER OF OWNERSHIP & A PUSH FOR ACTION

- ✓ What outcomes are you after?
- ✓ What do you have to do to make it happen?
- ✓ What is your first step?
- ✓ What resources do you have; what do you need?