

'I don't know'

1. "This is a good place to start. Let's relax for a moment into this 'don't know' place."
2. *Simply use silence. Don't respond at all and wait calmly for their answer.*
3. "Ok, I hear that. Let me re-phrase that, then. Let's *just imagine* that you did know. Imagine you did know...what would you be thinking about?"
4. "Remember that we are just exploring possibilities...not making a plan, or committing to any action"
5. "What might seem easier, by not knowing? How might not knowing be a useful place to be with this issue/situation/challenge?"
6. "I feel that too sometimes. Let' just pause our conversation for a moment, so you can think. When you are ready, let me know what your initial thoughts are."
7. "Let's accept that is true, you don't know (*what you want to do, what to say, how to solve this issue, etc.*) Let's think a bit about what you *do* know. Tell me about that."
8. "While I can accept that you don't know, I am guessing you have done some thinking about this already. Tell me a bit about that – what have you been thinking, about this (issue/situation/person, etc.)"
9. "How is that for you – to *not know*?"
10. "How are you feeling right now, as you think about answering this question?"
11. "What if we could adjust the situation a bit, so that it was easier for you *to know* – what would you want us to think about, or change?"
12. "What is a good first step toward knowing? What might move you closer to knowing?"
13. "What is getting in the way of knowing?"
14. "What do you need to do, to find the answer? Is there anything I can do, to help you get to an answer?"
15. "So that we do not get stuck here, what is the easiest way to move forward with this?"

“You are the manager, you tell me”

1. “I can tell you what I think – I am happy to do that later. Just now, I am wanting to know more about what *you* think about xxx”
2. “My job as your manager is to support you to do your best, and sometimes that is telling you how things need to happen. This isn’t one of those times – this is a time for you to think about... (*what needs to happen, how to move something forward, how you can learn, etc.*)
3. How would knowing what I think about this help you?
4. “I think you know a lot more about xxx than I do, so let’s start with that”
5. “If we start with me telling you how to do it/etc., then we aren’t making full use of our resources – you have ideas too. Let’s start with all of them on the table.”

Potentially powerful questions to offer

1. What do you NOT want me to ask you?
2. Imagine for a moment that your issue is resolved. How did you get there?
3. So, what do you think you're SECRETLY afraid of, that's getting in the way of _____ ?
4. a. What are you ready to change?
b. What are you NOT ready to change YET?
5. What haven't you admitted out loud yet?
6. a. What's the problem in a nutshell?
b. Now, what’s the problem in one sentence?
c. And what’s the problem in one word?
7. What's the EASY way forward here?
8. How important is this to you REALLY?
9. What would YOU suggest I ask you to move this forward?
10. Name someone successful that you admire. What would _____ do if they were in your position?