

“Asking Better Questions”

Based on the highly successful workshop:

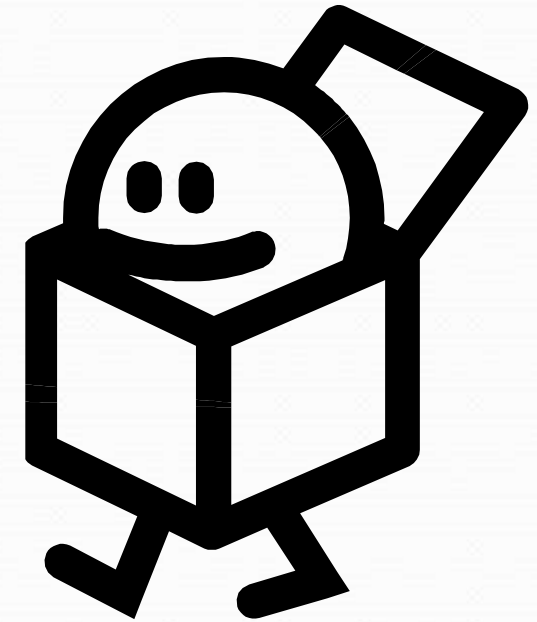
**Better Health
Professionals
Ask
Better Questions!**

Presented by Lindsay Tighe



PREMISE

We all have far more potential and capability than we realise.



In workplaces typically 60% of people's potential is NOT used!

Inhibitors

There are many inhibitors of
people fulfilling their
potential/being more capable.

What do you think they are?



Hypothesis

As human beings we tell
(ie advise, instruct, provide
answers) too much!



BETTER Questions
are the
Answer

Demonstration

BETTER Questions
are the
Answer

Exercise

- **What are the consequences if we do too much telling?**
- **Why do we typically tell rather than ask?**

What can be wrong with 'telling'?

- Don't tap into and release potential/ideas/creativity
- Don't build capability and confidence
- No responsibility
- Create reliance/dependence upon you/services
- People become passive & stop thinking for themselves
- Poor advice provided by assuming
- No motivation and even rebellion

STORY

My friend Marg went to visit her GP.....



BETTER Questions
are the
Answer

Why do we typically tell/fix?

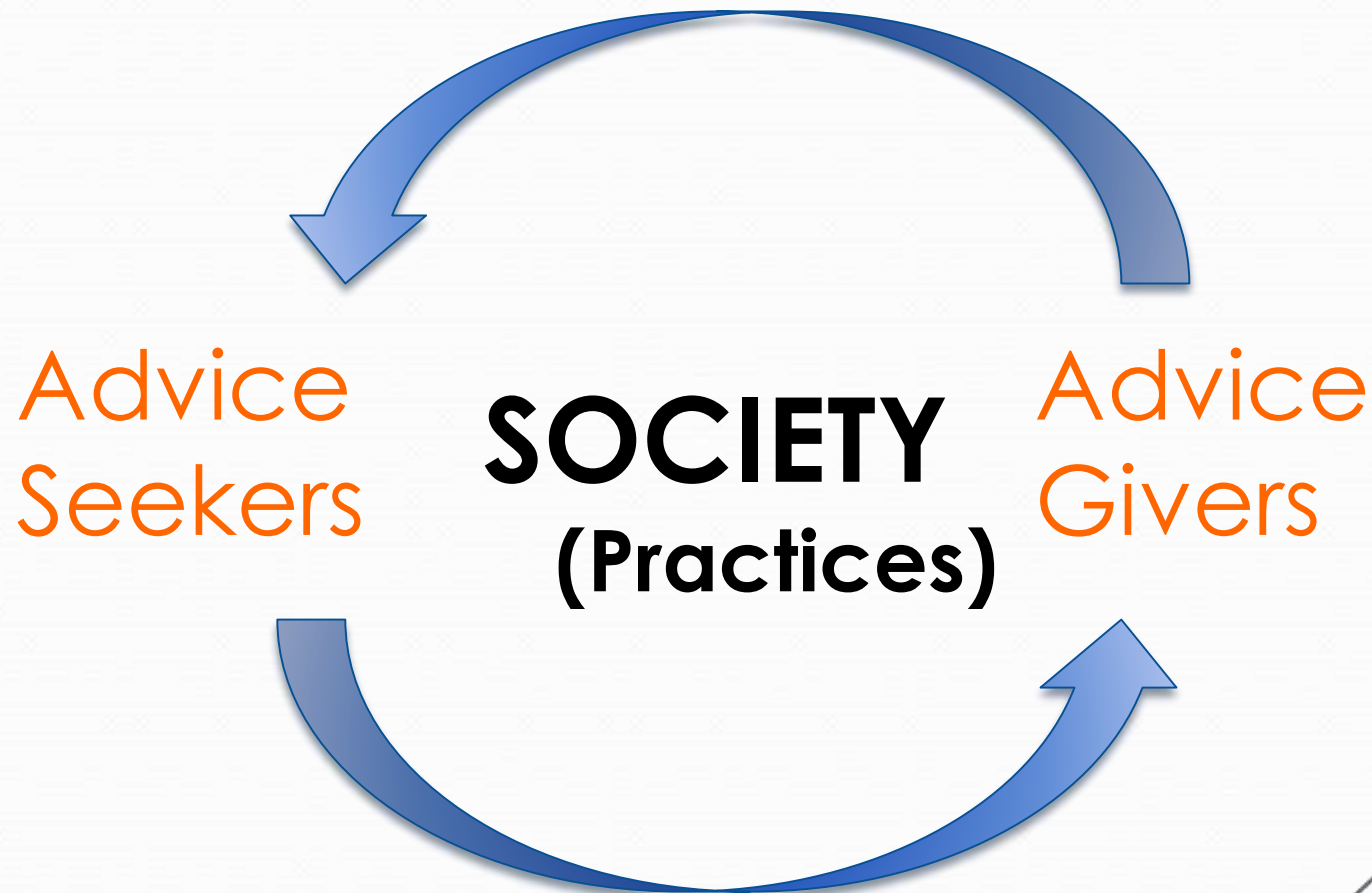
- We think we are being helpful
- It is expected of us or we believe it is our role to
- We like to control outcomes
- We perceive it to be quicker
- Avoidance
- Self satisfaction - ego
- It is an unconscious habit
- We are the expert or think we know best

STORY

My parents from the UK were visiting over the summer.....



The Result..



Why Questions?

We have 60000 thoughts every day!!!

What percentage of the same

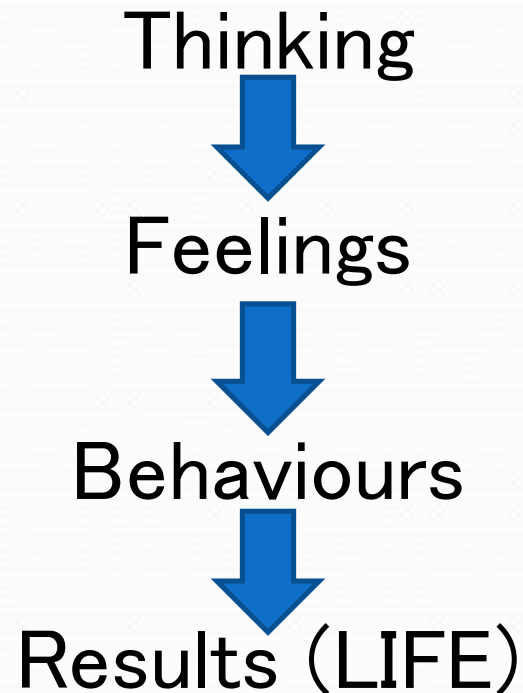
thoughts will we typically have again

tomorrow?



BETTER Questions
are the
Answer

Questions – get excited!



RESEARCH

When you ask questions and you enable insights in peoples' brains it releases neurotransmitters..... leading to:



BETTER Questions
are the
Answer

Why Questions?

Ask Better
Questions

Capability, confidence, less
dependence, motivation, more
creative, engagement, feel
respected & understood, better
outcomes



Questions enable change

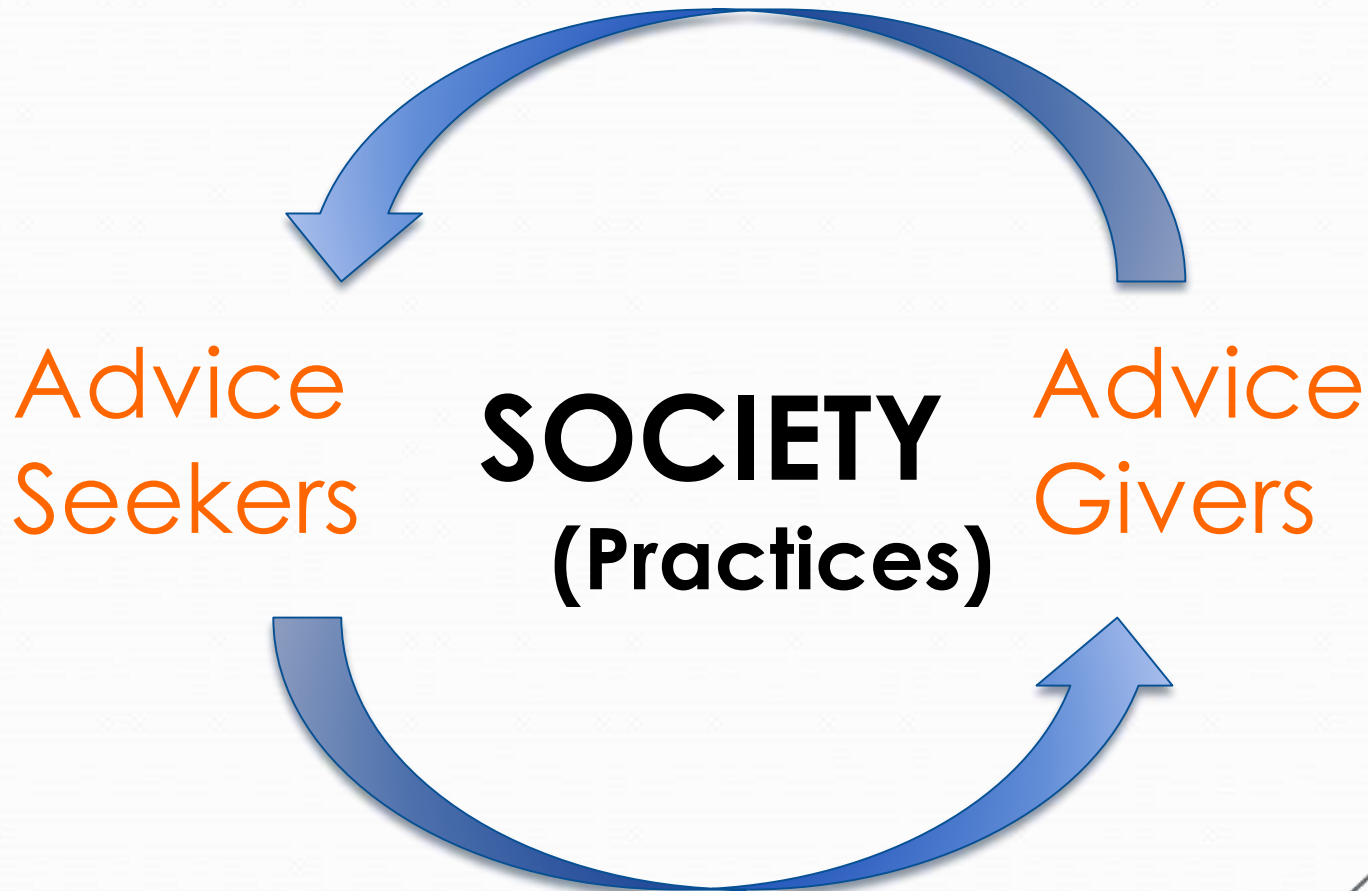
BETTER Questions
are the
Answer

If we break the
cycle and start
asking what
happens?



BETTER Questions
are the
Answer

The Result..



BETTER Questions
are the
Answer

STORY

Wound care expert working at district nursing service.....



BETTER Questions
are the
Answer

POTENTIALISER



– *po·ten·ti·a·li·ser*

Meaning: Releaser of amazingness in others!

BETTER Questions
are the
Answer

TIPS To Good Questioning

1. Assume they know until proven otherwise – they are amazing!
2. The way you ask the question is more important than the question itself
3. It's about them! So stop being the expert so much
4. You may need to build a bridge of understanding
5. Be patient & persistent

BETTER Questions
are the
Answer

Quote

“We all have innate wisdom – we just need to be asked the right question.” *Plato*



BETTER Questions
are the
Answer

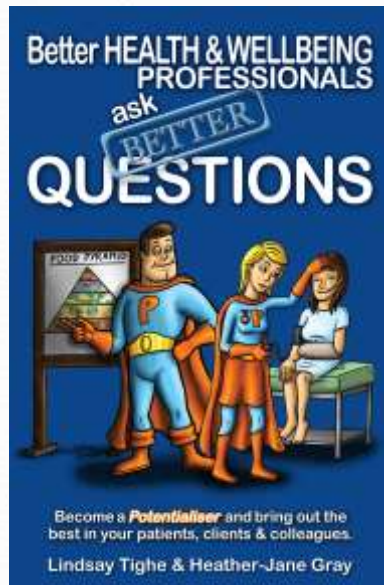
RESOURCES/CONTACT DETAILS

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SIGN UP FOR FREE QUESTION OF THE WEEK



BETTER Questions
are the
Answer

Thank you ...
...I hope I have inspired you to
Ask Better Questions!

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Answer
Releasing human potential

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