



**BEST PRACTICE TIPS TO GET TO NEW THINKING**  
*We are driven to find the best sources to help you improve your thinking, your process, and your results.*

**THE FASTEST WAY TO NEW THINKING IS TO PRACTICE THE ART OF INQUIRY,  
 SO TAP INTO YOUR INNER TWO YEAR OLD AND GET COMFORTABLE ASKING LOTS OF QUESTIONS**



- Customize the questions to fit the context.
- Start broad and move toward specific. Probe answers to clarify.
- Do not assume you understand their meaning - ask them to explain in their own words.
- Ask open questions vs Yes/No closed questions.
- Ask follow-up questions that fit with the flow of the conversation.
- Actively listen to the responses.

**QUESTIONS THAT SET CONTEXT**

- What is our goal?
- What are your expected outcomes?
- What are we trying to achieve?
- What is success?

**QUESTIONS THAT LINK**

- What else fits here?
- What comes to mind that is similar?
- Can you think of other examples?
- Who else has experienced this?

**QUESTIONS THAT INVITE DEVELOPMENT**

- Can you say more?
- What else is connected to this?
- How might we learn more about this?

**QUESTIONS THAT INVITE CHALLENGE**

- Who sees it a different way?
- What would (fill in the name) say?
- Is there another way to look at this?

**QUESTIONS THAT PROBE**

- What is going on? How did this start?
- Who is involved? What is the history?
- Why do you feel this way?

**QUESTIONS THAT TEST**

- What are the pros and cons of this?
- What are the main barriers?
- What happens if we do nothing?
- What happens if we move too fast or too slow?

**QUESTIONS THAT CLARIFY**

- Are you saying...?
- Am I understanding that?
- Help me understand more about that?
- Can you provide a specific example?

**QUESTIONS THAT SUMMARIZE**

- What can we say to bring closure?
- What are the key ideas to agree to?
- How would you summarize the discussion?

**QUESTIONS THAT DIVERGE**

- How might we expand on this subject?
- What would be the opposite of that?
- What would someone else do?
- Are there alternatives to consider?

**QUESTIONS THAT BUILD BUY-IN**

- How will this benefit you?
- What do you stand to gain?
- How might we come to agreement?
- How will we move forward?

**QUESTIONS THAT RE-FRAME**

- Can you say that in another way?
- What is another way of looking at this?
- How might we view this from another perspective?
- What if someone else had this problem?

**QUESTIONS THAT OVERCOME RESISTANCE**

- What concerns you about this topic?
- What has to be true for you to agree?
- What will it take to change your position?