



INVITING

NEW PERSPECTIVES

THE *Art* OF ASKING BETTER QUESTIONS

20 Right Questions to Ask

20 Wrong Statements to Avoid



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“

What are we **not seeing yet** that could make a difference here?



“

We've already thought of everything; there's nothing new to add.

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“

If you were in my shoes, how would you approach this?



“

You don't understand my role, so your input won't apply.

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“

What ***fresh angle***
could we consider
that we haven't
tried before?



“

*That's not how we
do things here.*

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“

How does this situation look **from your perspective?**



“

This is the only way to see it; let's not complicate it.

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“

If there were no limitations, what would you suggest we do?



“

Be realistic, wild ideas aren't useful here.

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Are there any beliefs or assumptions we should **test or challenge?**



Let's not waste time questioning what we already know.

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“

What's one small change that could create a big impact?



“

Minor adjustments don't matter, only big moves count.

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“

***If you could
redesign this
process,***

what would you
keep and what
would you change?



“

*This process has
always worked;
don't mess with it.*

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“

What's another way of looking at this issue?



“

We've already analyzed it fully; there's only one answer.

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“

What might our customers/partners/team members ***say if they saw this?***



“

We don't need to think about other perspectives right now.

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“

***Where could we
simplify/ improve
this approach?***



“

*It's fine as it is;
don't overthink it.*

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“

What's the boldest
idea ***we could try
here?***



“

*That's too risky;
let's just play it
safe.*

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“

***Who else might
see this differently,
and what might
they add?***



“

*We don't need
outside voices
interfering with
this.*

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“

What's a
perspective **we**
haven't heard yet?



“

*If someone hasn't
spoken, they
probably don't
have anything
valuable to say.*

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“

If we zoomed out
and looked at the
bigger picture,
what stands out?



“

*Let's not get
distracted; focus
only on the details
here.*

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What could we learn from other teams or industries about this?



Our situation is unique; no one else's experience applies.

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“

If we started from scratch, **how would we do this differently?**



“

We can't change what we already built. What's done is done, let's not revisit it.

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“

Are there opportunities we're missing because we're avoiding certain risks?



“

Let's avoid all risks; failure is not an option.

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“

How could we **turn
this challenge into
an opportunity?**



“

*This is a problem,
not an opportunity.
Just fix it.*

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“

***What's one
question we
haven't asked yet
that we should?***



“

*We've asked
enough questions;
let's stop here.*

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SUMMARY



DO'S

DO

Invite New Perspectives

- What are we not seeing yet that could make a difference here?
- If you were in my shoes, how would you approach this?
- What fresh angle could we consider that we haven't tried before?
- How does this situation look from your perspective?
- If there were no limitations, what would you suggest we do?
- Are there any beliefs or assumptions we should test or challenge?
- What's one small change that could create a big impact?
- If you could redesign this process, what would you keep and what would you change?
- What's another way of looking at this issue?
- What might our customers/partners/team members say if they saw this?



DON'TS

DON'T

Shut Down Perspectives

- We've already thought of everything; there's nothing new to add.
- You don't understand my role, so your input won't apply.
- That's not how we do things here.
- This is the only way to see it; let's not complicate it.
- Be realistic, wild ideas aren't useful here.
- Let's not waste time questioning what we already know.
- Minor adjustments don't matter, only big moves count.
- This process has always worked; don't mess with it.
- We've already analyzed it fully; there's only one answer.
- We don't need to think about other perspectives right now.

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SUMMARY



DO <i>Invite New Perspectives</i>	DON'T <i>Shut Down Perspectives</i>
<ul style="list-style-type: none"> • Where could we simplify or improve this approach? 	<ul style="list-style-type: none"> • It's fine as it is; don't overthink it.
<ul style="list-style-type: none"> • What's the boldest idea we could try here? 	<ul style="list-style-type: none"> • That's too risky; let's just play it safe.
<ul style="list-style-type: none"> • Who else might see this differently, and what might they add? 	<ul style="list-style-type: none"> • We don't need outside voices interfering with this.
<ul style="list-style-type: none"> • What's a perspective we haven't heard yet? 	<ul style="list-style-type: none"> • If someone hasn't spoken, they probably don't have anything valuable to say.
<ul style="list-style-type: none"> • If we zoomed out and looked at the bigger picture, what stands out? 	<ul style="list-style-type: none"> • Let's not get distracted; focus only on the details here.
<ul style="list-style-type: none"> • What could we learn from other teams or industries about this? 	<ul style="list-style-type: none"> • Our situation is unique; no one else's experience applies.
<ul style="list-style-type: none"> • If we started from scratch, how would we do this differently? 	<ul style="list-style-type: none"> • We can't change what we already built. What's done is done, let's not revisit it.
<ul style="list-style-type: none"> • What risks are worth taking that we might be avoiding? 	<ul style="list-style-type: none"> • Let's avoid all risks; failure is not an option.
<ul style="list-style-type: none"> • How could we turn this challenge into an opportunity? 	<ul style="list-style-type: none"> • This is a problem, not an opportunity. Just fix it.
<ul style="list-style-type: none"> • What's one question we haven't asked yet that we should? 	<ul style="list-style-type: none"> • We've asked enough questions; let's stop here.