

In-Accord, Inc.

Ask and They Shall Answer



GO-TO QUESTIONS

InAccordnw.com

Lead Dialogue:



- What's your theory about why it escalated?
- What past resolution efforts have you made and how did they work?
- What's your perception about the other person's point of view?
- What are your core concerns or needs?
- What are your ideas on how to work this out?
- What do you need from the other person to resolve this to your satisfaction?
- From your point of view, what is negotiable or nonnegotiable?
- What proposal do you have to resolve this? How would you modify it so you think they will agree to it?
- How receptive are you to their point of view?
- What do you think the other person might say about you and this situation?
- Despite this conflict, what do you like or appreciate about them?
- In what ways are you curious about their perspective?
- What do you, personally, hope to learn from this experience?
- To what extent, if any, have you contributed to the problem?
- What might you be willing to do differently to improve the situation?
- Would you say a little more about ____?
- What was that experience like for you? How did it affect you?
- From what you said, it sounds like you feel _____. Is that accurate?
- Can you explain what you just heard her say?
- Is there something you want them to understand that you think they don't?
- Did you hear anything new in this conversation?
- Is there something you need to hear from him? Ask for that now.
- What impact did _____ have on you?
- What do you think she doesn't understand about your point of view?
- What, specifically, do you want him to do differently?
- What are you willing to offer or change in your behavior?
- Do you regret anything you have said or done to them?
- You said the last few weeks have been better. What made this period different?
- What does [respect/professionalism/etc.] look like to you in practice?
- If you had that conversation to do over again, what would you do differently this time?
- How are you feeling about this dialogue so far?
- Is there anything you haven't said yet that you will regret not saying after this meeting is over?
- Is there anything you haven't heard from the other person that you were hoping to hear today?