The Magic of Powerful Questions in Dispute Resolution
ICE BREAKER: Embracing Points of View

- And learning from
- Points of You™
Coaching through conflict with Curiosity

“The important thing is not to stop questioning. Curiosity has its own reason for existing.”

— Albert Einstein
What makes questions powerful?

- In the field of Personal and Professional Coaching,
- Questions are Key.....but so is Powerful Listening
- Questions that open, not close
- Questions that evoke, not provoke
- Questions that probe, not Interrogate
• Active Listening  
  Listening to what?  What is not being said or shared?

• Powerful Questioning  
  And powerful silence...allowing more to come forth

• Direct Communication  
  Getting to ‘naked’ sharing.....what else??? And what is stopping, draining or blocking you?
Powerful Questioning also needs ........

- Powerful Listening
- Pausing
- Powerful silence
Curiosity is the secret sauce

- How to be curious, and not leading
- How to be genuine in ”not knowing”
- Let’s Practice with partner, share a story of a joyful event and then ask only evocative questions, with no commentary!!!!!
The Art of the Question

- See handout of the Choice Map
Leading with Questions: Guide or Lead???

- The Power of the Question
- Who has the power in a negotiation or dispute resolution?
“If you ask profound questions... you get profound answers. If you ask shallow questions... you get shallow answers. If you... ask no questions you get no answers at all.”
“From the day of Socrates, our ability to ask the right questions has been revered as one of the greatest skills a person should possess when leading others.”

Professor Eric Charoux

Executive Director of the Charles Telfair Institute
Telfair, Moka, Mauritius
“A question not asked is a door not opened.”

Marilee Adams

The Art of the Question
“My most effective questions were when anyone disagreed with me. I would simply say, ‘Obviously you have a reason for saying that. Would you mind sharing it with me?’ It’s a nice way to say, ‘hey, I’m not disagreeing—but tell me more.”
LeadingWithQuestions.com

“When always get you want to persuade, you’ll further by asking a question than by making a statement.”

Dorothy Leeds

The 7 Powers of Questions

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“You ask questions and pretty soon, you come up with answers.”

Theodore Leavitt
1925-2006
American economist
and professor at Harvard Business School
“I never learn anything talking. I only learn things when I ask questions.”

Lou Holtz

Former football coach, active sportscaster, author, and speaker
“Questions draw others to places where new answers can be found.”

Jedd Medefind & Erik Lokkesmoe

The Revolutionary Communicator
— Seven Principles Jesus Lived to Impact, Connect & Lead
• If you want to make a statement, ask questions.
• If you want to convince, ask questions.
• If you want to honor your listeners, ask questions.
• If you want to change hearts and minds for the long haul, ask questions.

And the better the questions, the more remarkable the result.
4 Way Test of Rotary

1. Is it the **TRUTH**?
2. Is it **FAIR** to all concerned?
3. Will it build **GOODWILL** and **BETTER FRIENDSHIPS**?
4. Will it be **BENEFICIAL** to all concerned?
The Four Agreements
by don Miguel Ruiz

1. Be impeccable with your word.
2. Don’t take anything personally.
3. Don’t make assumptions.
4. Always do your best.
Humor can help

- Chicago Teamster
- And the Gingerbread man!
- Which leads to metaphors
The Magic of Metaphors

- This can be a very useful and powerful technique in getting to shifts and agreements, through imagery more than words

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Metaphors be with you

- Listen for Metaphors, direct and implied
- Offer metaphors in the moment or with guided imagery
- Use Stories that have a teaching component
- Points of You ™ Coaching Game and Punctum....PHOTOS for resourcing the unconscious
For more information about how to work with or hire Dr. Pat, please go to www.DrPatWilliams.com for blogs, events, and news.

Thank you!