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Clean questions: what are they and why should the Agile world care?

From

contempt

To

curiosity

fixed mindset

prejudice

fragility

compulsion

extrinsic motivation

cause-effect thinking

contempt

drama

blame

withdrawal of goodwill

wasted energy

missed opportunities

dissatisfaction

people feel unsafe, disconnected & limited

growth mindset

open to Learning

anti-fragility

invitation

systems thinking

bridge-building

curiosity

responsibility

intrinsic motivation

connection

resilience

respect

greater bandwidth

people feel safer, more connected and freer

How do you move ...

From

contempt

To

curiosity

… by training your attention

The state of your attention determines

the quality of the questions you ask

– and the quality of the other person's response

– and thereby, the quality of the interactions between people.

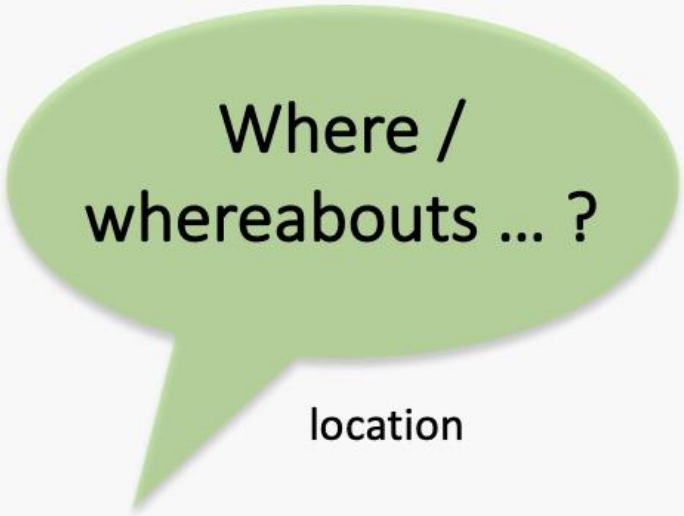
Clean Questions foster the qualities of:

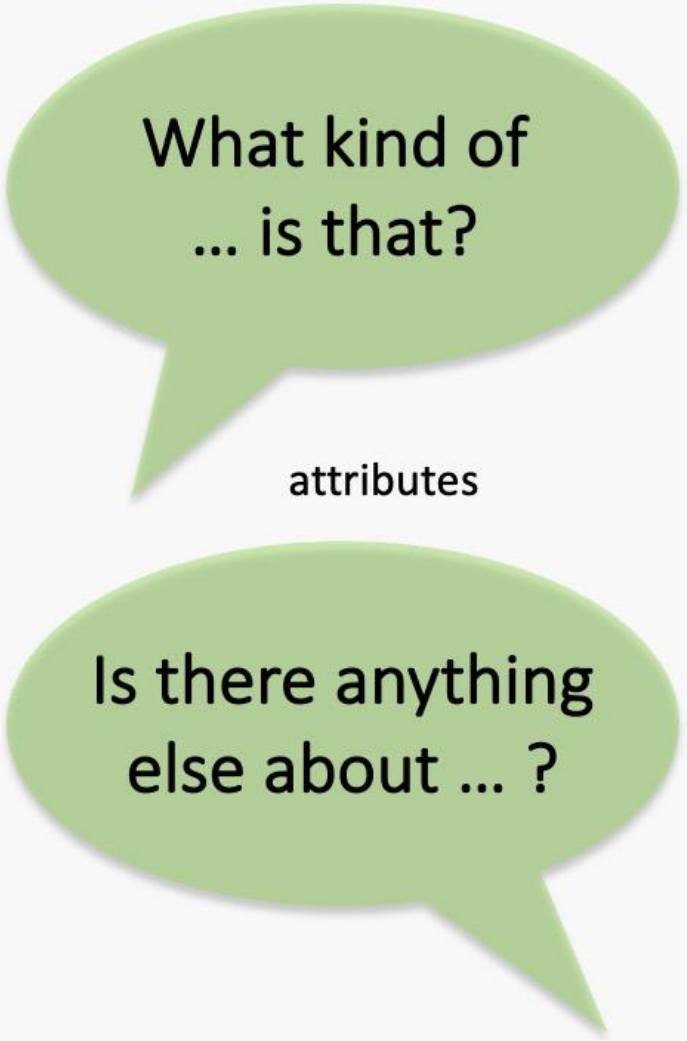
Safety

Belonging

Freedom

Clean Questions

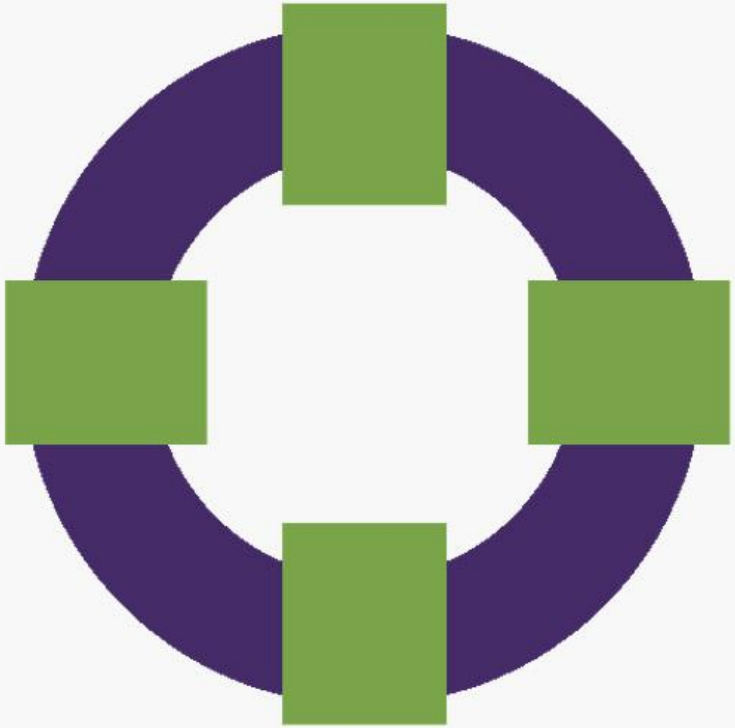




Safety

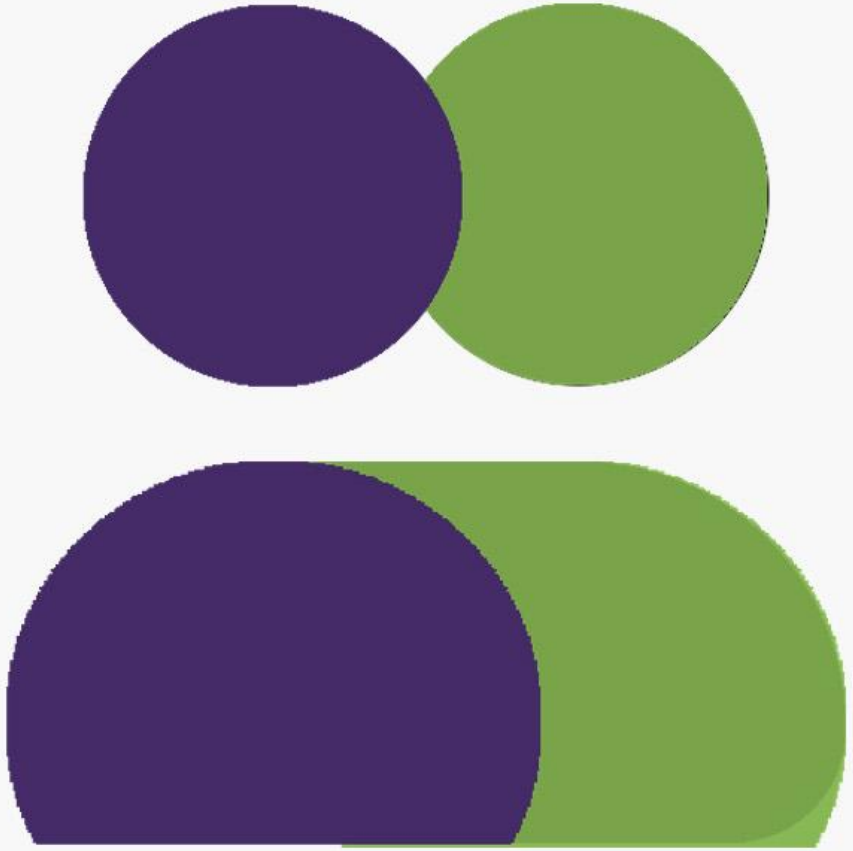
Clean Language questions protect the *other person* from your contempt, prejudice and fragility.

And they protect *you* from believing everything you think.



Belonging

Paying high quality attention to the words the other person says, accepting them and their experience says, ‘You matter to me.’



Freedom

The other person can answer in a way that suits their system – not yours – which creates freedom for them to be themselves.

What kind of … is that?

Is there anything else about … ?

Where / whereabouts is … ?

That's … like what?

Exercise:

Safety at work, for you, is like what?

Write your answer and then underline a couple of words that stand out for you.

Ask one of the questions to the left about each word.

Compare and contrast answers with colleagues.

What kind of … is that?

Is there anything else about … ?

Where / whereabouts is … ?

That's … like what?

Exercise:

Belonging at work, for you, is like what?

Write your answer and then underline a couple of words that stand out for you.

Ask one of the questions to the left about each word.

Compare and contrast answers with colleagues.

What kind of … is that?

Is there anything else about … ?

Where / whereabouts is … ?

That's … like what?

Exercise:

Freedom at work, for you, is like what?

Write your answer and then underline a couple of words that stand out for you.

Ask one of the questions to the left about each word.

Compare and contrast answers with colleagues.

What kind of … is that?

Is there anything else about … ?

Where / whereabouts is … ?

That's … like what?

From micro to macro changes

Clean Questions, by themselves, are micro-interactions that change the quality of attention to increase safety and belonging and freedom of thought.

Increasing the number of these micro-interactions then leads to macro shifts in attention and attitude.

These shifts foster the conditions that support Agile mindsets and Agile transformations.

Then what happens?

collaboration

resourcefulness

engagement

teamwork

synergy

open to change

inspiring capability

creativity

flexibility

proactivity

leadership

actively seeking different perspectives

excellence

safety, belonging & freedom

CONTEMPT

CURIOSITY

By decreasing Contempt and increasing Curiosity…

INSPIRING CAPABILITY

… you can inspire capability in hearts, minds and actions

SAFETY

BELONGING

FREEDOM

.... one clean question at a time

DECREASE
CONTEMPT

INCREASE
CURIOSITY

INSPIRE
CAPABILITY

Systemic Modelling is an approach developed to create the conditions for groups to collaborate using clean questions.

To find out more about using clean questions, Clean Set Up, Clean Feedback, coding-in-the-moment and Clean Language interviewing: visit www.cleanlearning.co.uk

Out beyond ideas of

wrongdoing and rightdoing,

There is a field.

I'll meet you there.

Rumi

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