

# The Power of Questions Workshop

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# Agile2023

THE SCOTLAND EXPERIENCE



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# Improv Game

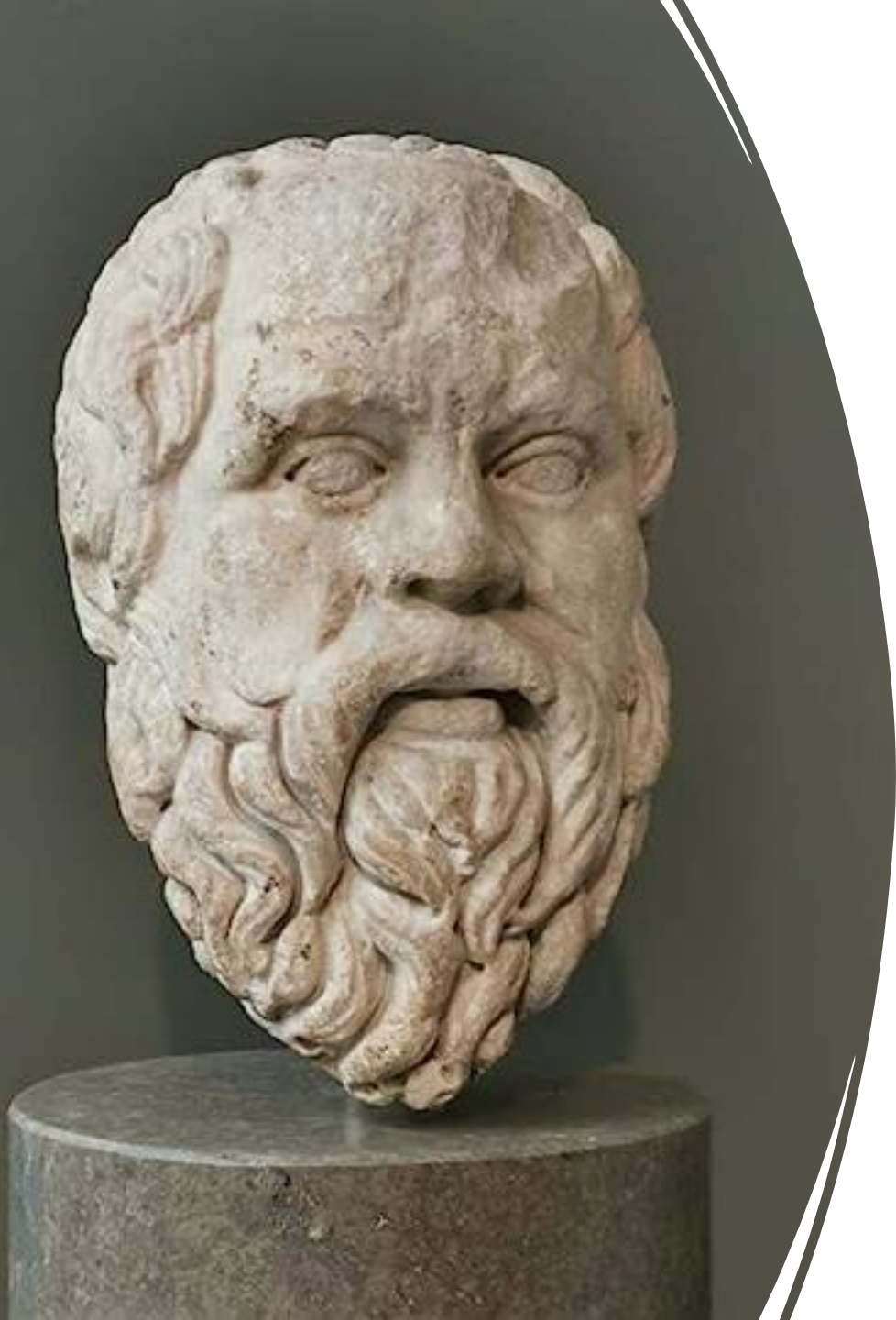
- The rule:  
**You can only converse by asking each other a question**
- Two players at a time
- One player asks a question, the other player must immediately respond with a related question
- You cannot repeat back the same question
- If a player hesitates or doesn't answer with a related question, they get the "dong" !



Socrates

470-399 BC

Taught by asking  
questions



# Socratic Questioning

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- Clarifying concepts
- Probing assumptions
- Rationale, reasoning and evidence
- Alternative viewpoints and perspectives
- Implications and consequences
- Question about the question

# Study and Share



## Individually (5 mins)

Think of a recent situation where you asking a Socratic question may have been helpful.

Write down the question in the way you would have asked it



## Group Discussion (10 mins)

Share your scenario and question with the group.

How would you have reacted if asked that question?

# Intuitions

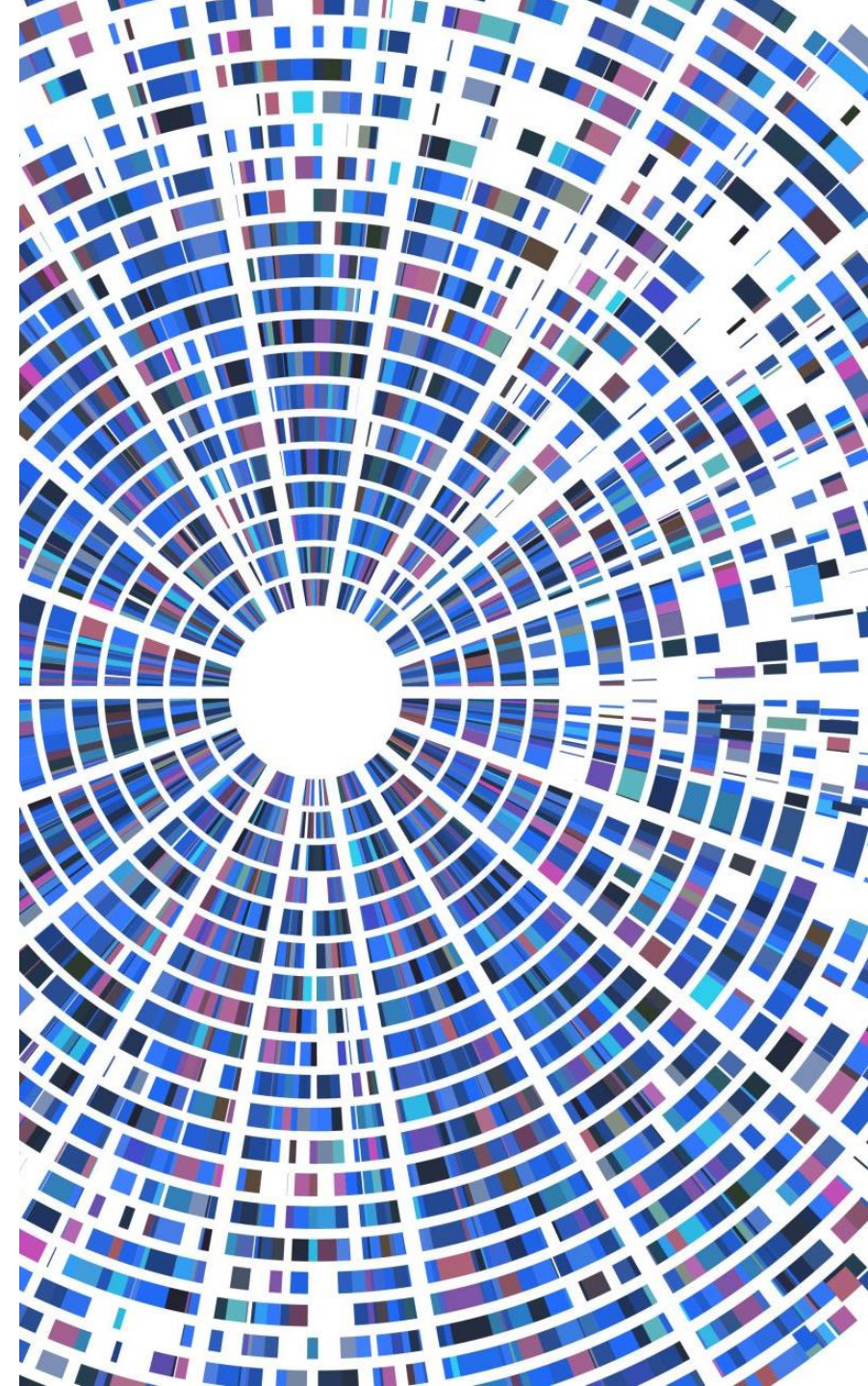
- Find a partner, stand opposite each other
- One person gives three statements about their partner, starting with:

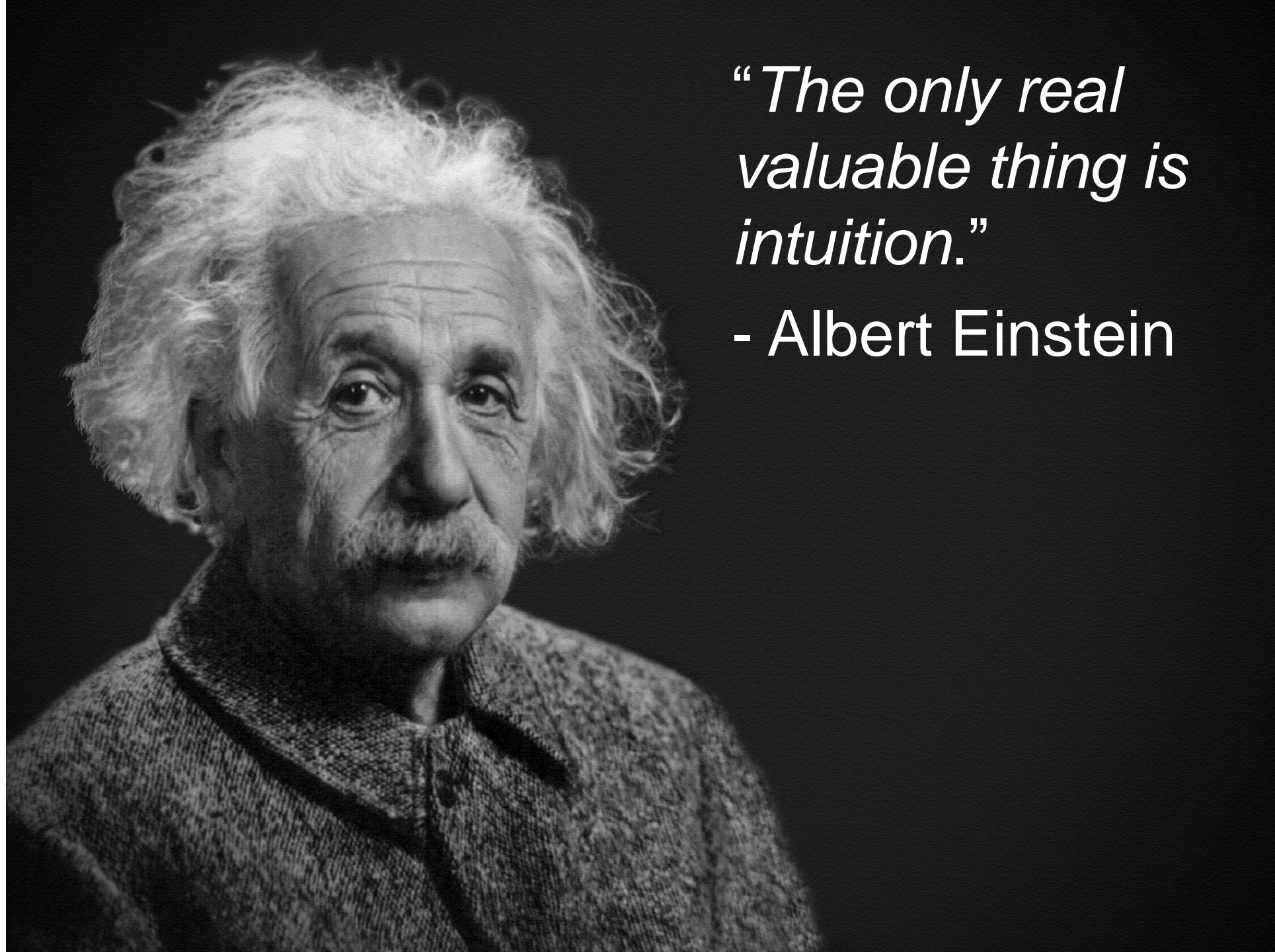
“It’s obvious that...”

“I notice that...”

“My intuition tells me that...”

- The partner gives feedback on how accurate their statements were
- Other partner repeats





*“The only real  
valuable thing is  
intuition.”*

- Albert Einstein

# Reflective Listening Tips

1. Be present
2. Show the other person you are listening
3. Focus and listen intently
4. Let the other person finish
5. Remember it's not about you!
6. Get comfortable with silence
7. Interpret the feelings beneath the words
8. Reserve judgement
9. Play back and get buy in
10. Reframe (alternative viewpoints/perspectives)



# Powerful Questions

- Open
- Normally start with what, where or how
- Short, to the point
- Created in the moment
- Be careful when using “why” in questions





# Role Play

- In pairs, one person acts as a coach, the other is their client
- Client explains a situation or problem they need help with
- Coach uses reflective listening and responds with:
  - Socratic questions
  - Powerful questions
- Play it back to clarify your understanding
- Help the team member to find the answer themselves
- Switch after 7-mins



# Thank you!

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PRESENTS

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