INFLUENTIAL QUESTIONS

How to increase your impact by asking better questions

Tania Luna

LIFELABS LEARNING

Question quantity

Question quantity

Key differentiator:
Quantity and quality
of questions they ask

LIFELABS LEARNING

Question quantity

per 15 min
average folks

per 15 min
top influencers

Question quantity

2

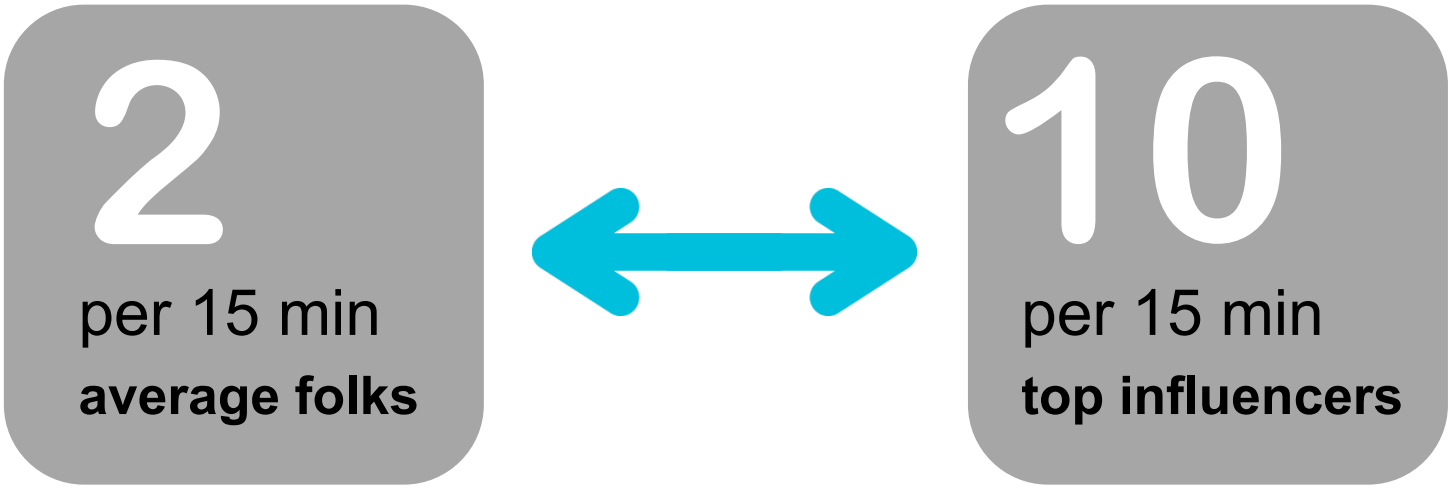
per 15 min

average folks

per 15 min

top influencers

Question quantity



Question quantity

2
per 15 min
average folks

10
per 15 min
top influencers

Mission: ask one more question than normal!

You propose an idea and the reply is…

LIFELABS LEARNING

You propose an idea and the reply is…

LIFELABS LEARNING

You propose an idea and the reply is…

Sorry it's just not a good time. I'm too busy now.

What questions can you ask?

LIFELABS LEARNING

Question quality

Agility = ability to pivot into different questions

TODAY'S TOPICS

1

Get to curious

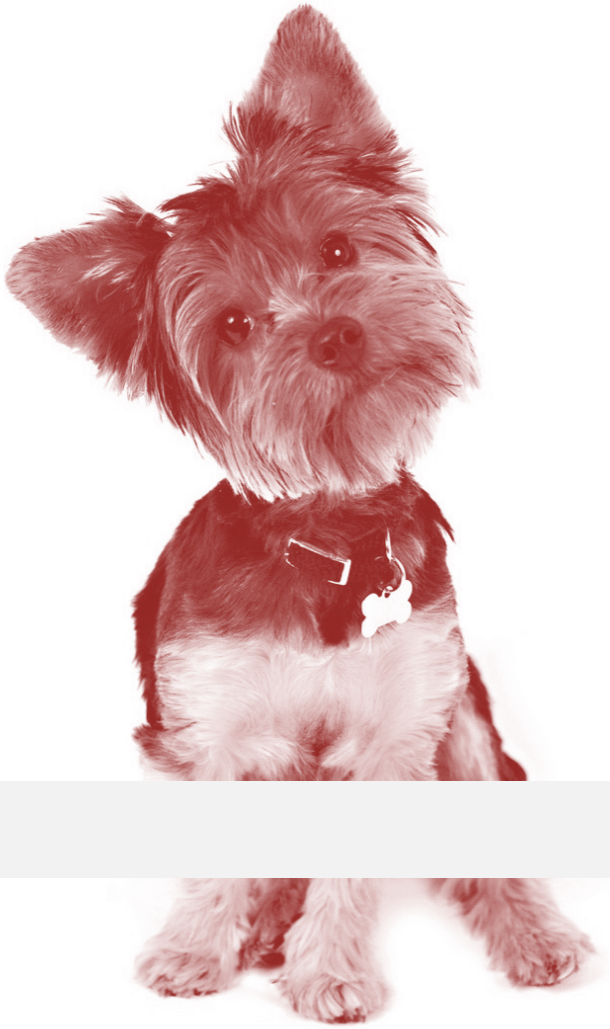
2

Ask 6 key questions

3

Practice time!

Get to curious



How?

20 Questions Method

Pair up with a partner:

20 Questions Method

Pair up with a partner:

Write *at least* 20 questions about _____.

- One person is scribe.
- Both people generate ideas.
- 2 minutes.

TODAY'S TOPICS

1. **Get curious**
2. **Ask 6 key questions**
3. **Practice time!**

TODAY'S TOPICS

1. Get curious
2. Ask 6 key questions
3. Practice time!

The big 6

The big 6

1. Playbacks
2. Split-tracks
3. Blur
4. Scale
5. Share the reasoning
6. Next step

The big 6

1. Playbacks
2. Split-tracks
3. Blur
4. Scale
5. Share the reasoning
6. Next step

1. Playbacks

“Just to make sure I got it right, you said _____.

Did I get that right?”

The big 6

1. Playbacks
2. Split-tracks
3. Blur
4. Scale
5. Share the reasoning
6. Next step

The big 6

1. Playbacks
2. Split-tracks
3. Blur
4. Scale
5. Share the reasoning
6. Next step

2. Split-tracks

“Okay, I hear a few things: X and Y.

Which one should we focus on first?”

2. Split-tracks

"Okay, I hear a few things: X and Y.

Which one should we focus on first?"

Yes, either I or Jen will get it done. There are a few things I'm still confused about regarding what you need, but I think I can manage it by Friday if my meetings don't get rescheduled.

LIFELABS LEARNING

2. Split-tracks

"Okay, I hear a few things: X and Y.

Is that right?"

Person 1: What's been on your mind?
Person 2: Listen, then split-track

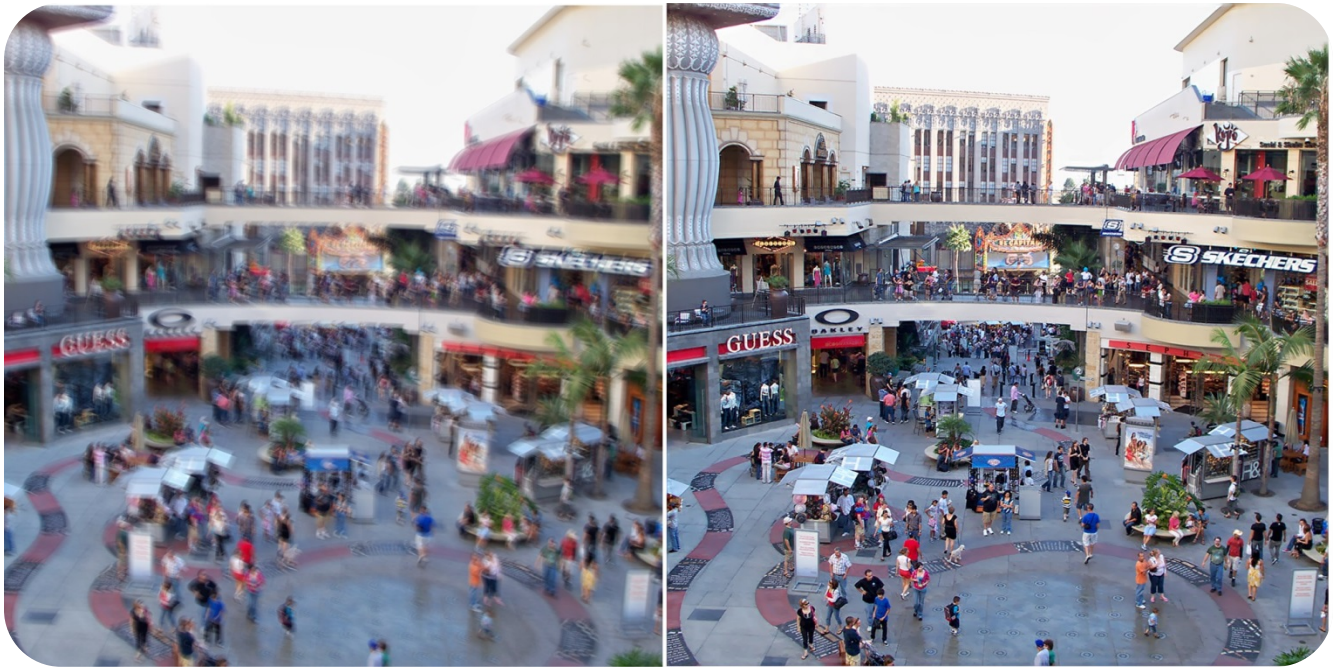
The big 6

1. Playbacks
2. Split-tracks
3. Blur
4. Scale
5. Share the reasoning
6. Next step

The big 6

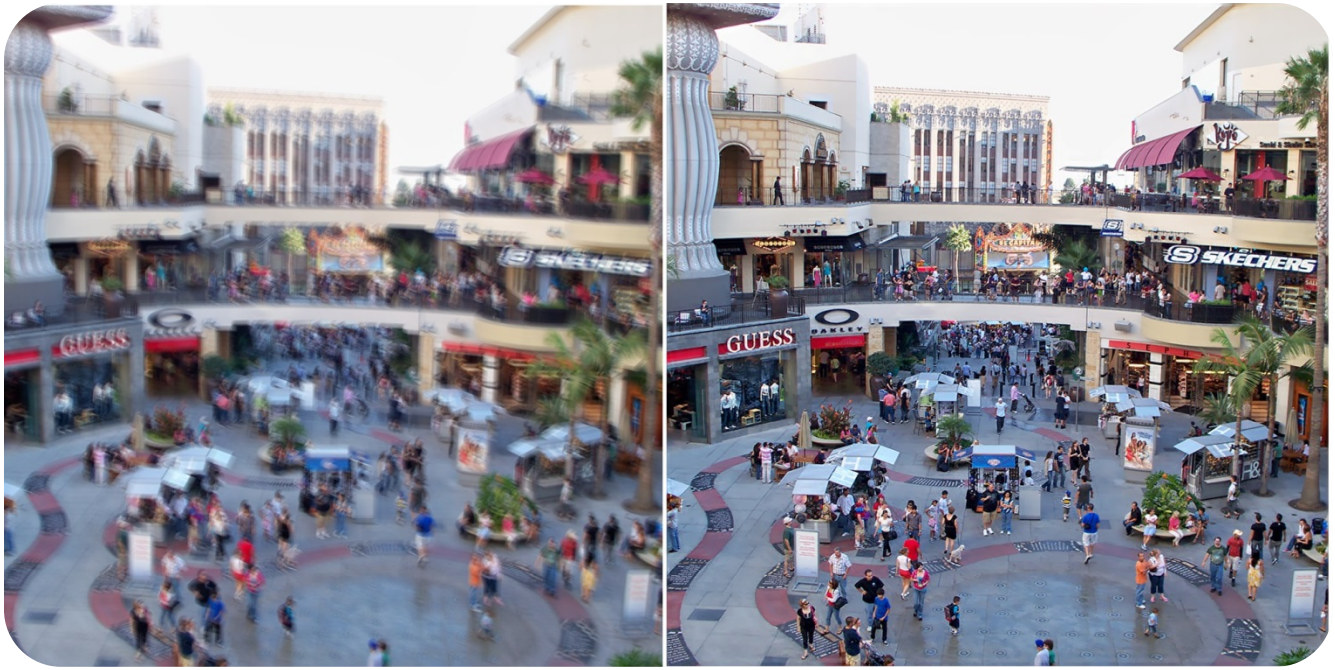
1. Playbacks
2. Split-tracks
3. Blur
4. Scale
5. Share the reasoning
6. Next step

3. Blur words



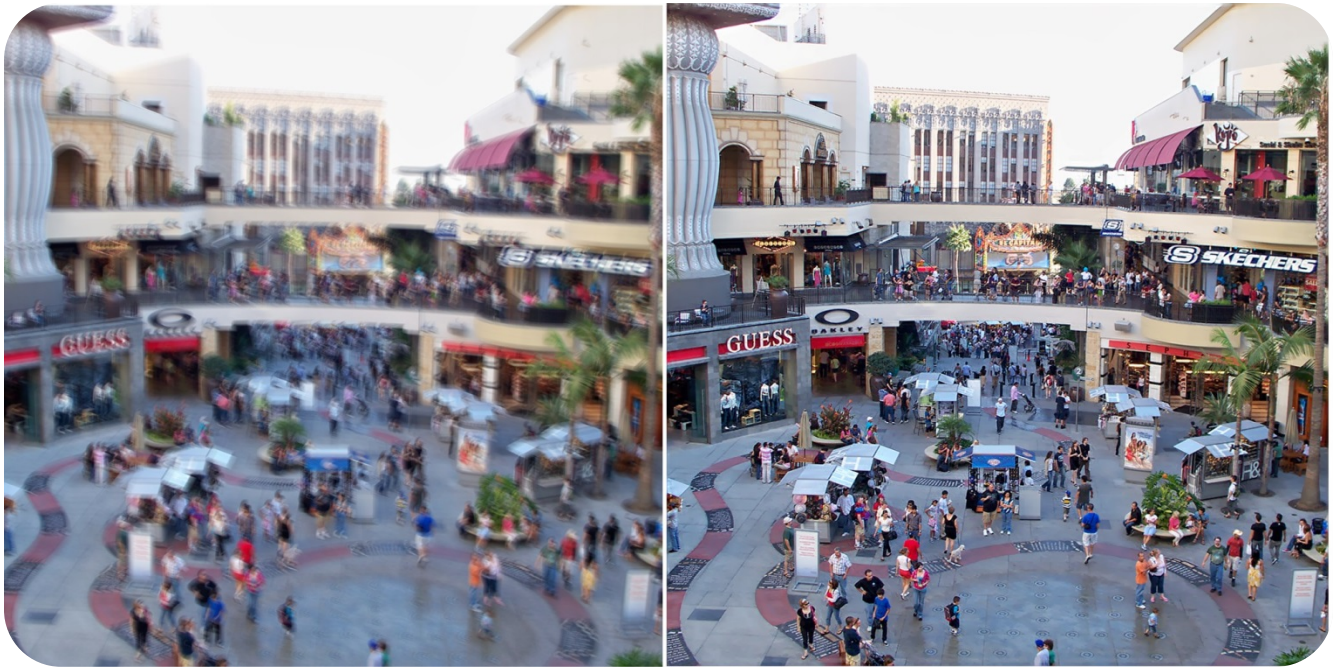
I will email you the file ASAP.

3. Blur words



I will email you the file ASAP.

3. Blur words



I will email you the file ASAP.

What does _____ mean to you?

LIFELABS LEARNING

The big 6

1. Playbacks
2. Split-tracks
3. Blur
4. Scale
5. Share the reasoning
6. Next step

The big 6

1. Playbacks
2. Split-tracks
3. Blur
4. Scale
5. Share the reasoning
6. Next step

4. Scaling questions

‘I’m not really digging your idea.’

4. Scaling questions

‘I’m not really digging your idea.’

- On a scale from 1-10, where does it fall?

4. Scaling questions

‘I’m not really digging your idea.’

- On a scale from 1-10, where does it fall?
- What would it take to move it from 6 to a 7?

Here's my idea…

What would make it 10% better?
What might make it 1 point easier?

LIFELABS LEARNING

The big 6

1. Playbacks
2. Split-tracks
3. Blur
4. Scale
5. Share the reasoning
6. Next step

The big 6

1. Playbacks
2. Split-tracks
3. Blur
4. Scale
5. Share the reasoning
6. Next step

5. Reasoning questions

5. Reasoning questions

LIFELABS LEARNING

5. Reasoning questions

Ask questions to understand the logic behind their thinking.

5. Reasoning questions

Ask questions to understand the logic behind their thinking.

- Can you walk me through your thinking on that?
- What led you to that thought?
- What is important to you about that?

5. Reasoning questions

Think about someone who made a decision you don't agree with….

5. Reasoning questions

Think about someone who made a decision you don't agree with….

What might their reasoning have been?

5. Reasoning questions

Think about someone who made a decision you don't agree with….

What might their reasoning have been?

Avoid the backfire effect!

The big 6

1. Playbacks
2. Split-tracks
3. Blur
4. Scale
5. Share the reasoning
6. Next step

The big 6

1. Playbacks
2. Split-tracks
3. Blur
4. Scale
5. Share the reasoning
6. Next step

6. Next step

What's the next step?

What's the next smallest step I/we can make to get things started?

TODAY'S TOPICS

1. Get curious
2. Ask 6 key questions
3. Practice time!

TODAY'S TOPICS

1. Get curious
2. Ask 6 key questions
3. Practice time!

Let's try it!

1. **Playback:** It sounds like… Is that right?
2. **Split-track:** I heard X and Y. Which is the bigger priority?
3. **Blur:** What does ___ mean to you?
4. **Scaling:** On a scale of 1-10… What would move it 1 point?
5. **Reasoning:** Can we walk me through your thinking?
6. **Next steps:** What's one small step you can take?

Question agility

Thanks!

LIFELABS LEARNING

QUESTIONS?
Tania@LifeLabsLearning.com