

Questions are taken for granted rather than given a starring role in the human drama. Yet all my...experience has taught me that what builds a relationship, what solves problems, what moves things forward is asking the right questions.

-Edgar Schein, Humble Inquiry



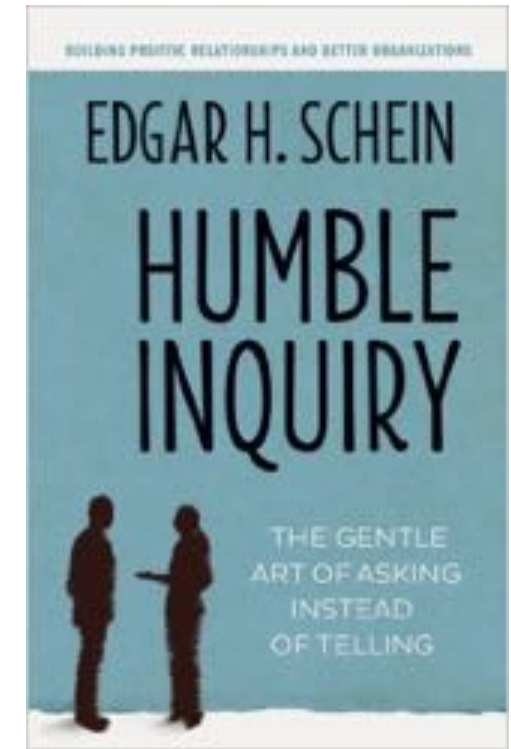


What drew you to this workshop?

One person answers for 2 minutes, one listens.

Then switch.

Humble Inquiry is the fine art of drawing someone out, of asking questions to which you do not already know the answer, of building a relationship based on curiosity and interest in the other person.



## **Asking Over Telling: Using Humble Inquiry to build trust and do great work**

Ellen Grove & Bruce Scharlau #Agile2017

Think of a problem situation you're involved in.

For 2 min one person talks, other listens and notices which level they are listening at.

Reverse roles



At your table divide into 3 groups.

Each group chooses one of the forms of humility and creates a representative scene.

Share at your table



# POWERFUL QUESTIONS



*THE ART OF POWERFUL QUESTIONS - Catalysing Insight, Innovation, and Action*  
by Eric S. Vogt, Joanne Brown, & David Isaacs on Scribd.com at [bit.ly/LeaNOIt](http://bit.ly/LeaNOIt)

At your table, as a group sort the questions from most powerful to least powerful. Use the blank cards to improve a bad question.

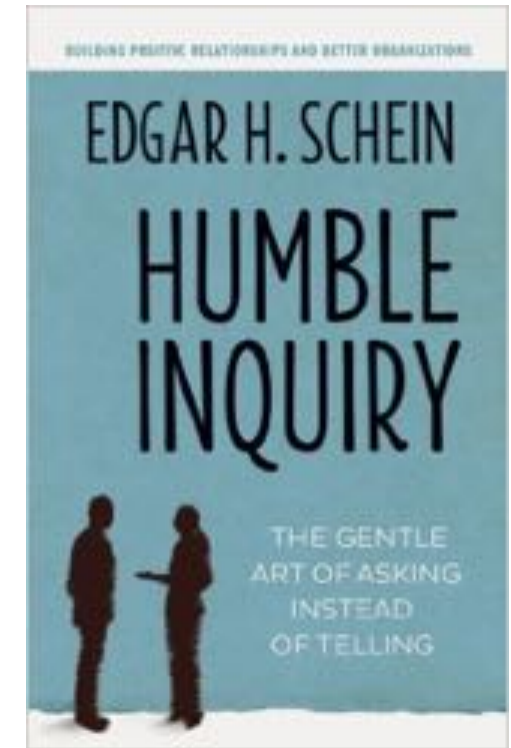


In your work environment, what are the norms about how to relate to people higher or lower in status than you?

What other barriers or supports to Humble Inquiry exists?

# References

- Schein, Edgar H. (2013) Humble Inquiry: The Gentle Art of Asking Instead of Telling. San Francisco CA: Berrett-Koehler Publishers
- [http://deborahpreuss.com/resources/DeborahPreussPowerfulQuestions\\_exercise\\_kit.pdf](http://deborahpreuss.com/resources/DeborahPreussPowerfulQuestions_exercise_kit.pdf)



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