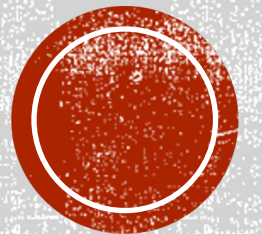


THE SKILL OF QUESTIONING

New York City Football Club

Session 4 - July 17th 2020





Recap from last session: listening and supporting (calibration and matching) – sharings



The skill of questioning: What and why



How to question for precision part I: Get clarity on global words



How to question: Precision questions to uncover language patterns



Summary and reflections

AGENDA FOR TODAY



WHY ASK QUESTIONS INSTEAD OF TELLING?

- Questions help the person you are talking with find his answers, and those answers will be more **memorable**.
- When the other person finds his answers, he feels more **ownership**.
- Questions facilitate **clarity and awareness - creates basis for change**.





POWERFUL THINGS YOU CAN DO WITH QUESTIONS

- Engagement mind-heart-and soul – attending to the current moment.
- Define what a person means by the words used.
- Gather high quality information with precision and specificity.
- Elicit resources to overcome barriers – facilitate answers to emerge within your player.
- Provoke creative thinking for solving problems and finding solutions.





OUR LANGUAGE
CONTAINS MANY

GLOBAL WORDS

THAT HAVE DIFFERENT
MEANINGS TO
DIFFERENT PEOPLE

PRECISION QUESTIONS = CLARITY



- Global words that are **non-sensory based** invites us to hallucinate, jump to conclusions, fill in the gaps ...
- Precision questions help chunk down to sensory based information.
- Sensory based words enable us to track them directly from a speakers' mouth to our mental screen.
- **We get this info by asking PRECISION QUESTIONS 😊**



CHUNKING UP AND DOWN

- Machine
- Vehicle
- Car
- **Ferrari**
- Cabriolet
- 2014 model
- Red





- Creature of the earth
- Mammal
- Animal
- Cat Animal
- Cat
- **Kitten**
- American shorthair cat
- Grey with stripes



CAVEAT: BAD MEMORIES WITH QUESTIONING

- Some people may have a troubling relationship with **questions** due to experiences from childhood / school / upbringing.
- Reframing of conversation



EXAMPLES OF FRAMES TO SAY WHILE PRECISION QUESTIONING

- There is no right or wrong answer
- I am only asking to help you become aware of how you define xx, so that I know that I understand you correctly
- Just for my understanding (so that I don't misunderstand you ...)
- I know how I define xx, but I don't know what that word means to you ...



PRACTICE DRILL: CHUNKING DOWN WORDS

- How do you use the word XXX?
- How do you define the word XXX?
- What do you specifically mean by the word XXX?



HOLD THIS IN MIND WHILE QUESTIONING:



- **NOT-KNOWING-STATE:** Listen from a witnessing state so that you can see and hear without judgement, without evaluation. Seek first to understand.
- **Listen for what is missing.** Is it 100 percent clear to you what the other person means by what he is saying? What is not clear?



PRECISION QUESTIONING — NEXT LEVEL

- Questioning to the communication model
- **Detect by listening to language patterns:**
- Generalizations, deletions and distortions.



The external world



We
experience
the world
through our
senses

- **FILTERS:**
- **Generalize**
- **Delete**
- **Distort**



Internal representation of the external world (mental map)



STATE



BEHAVIOUR

PATTERNS OF DELETION

- Unspecific about person, event, phenomena or feeling. Leaving features and characteristics out.
- **Examples:**
- **"He's a better player"**
- **"They are being disrespectful"**
- **"Her communication is great"**



PATTERNS OF GENERALIZATIONS



- Categorical (either/or) rules or conclusions drawn based on former experiences.
- . Use of words like “always, never, “I can’t and “I have to”.
- **Examples:**
 - “He never smiles”
 - “I can’t tell him the truth”
 - “He always make stupid mistakes”



PATTERNS OF DISTORTION

- Misinterpretations, statements based on assumptions / mindreading.

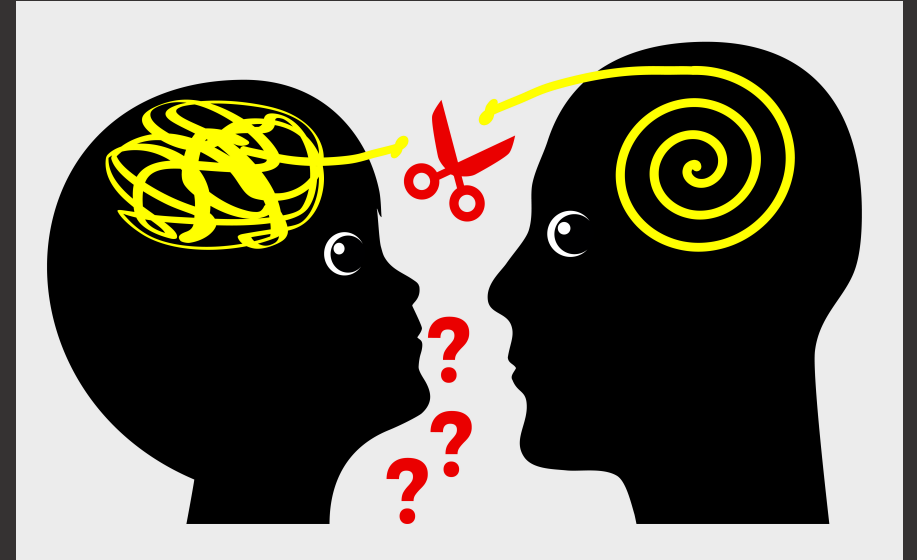
- **Examples:**

“He said I didn’t play well, so he won’t give me a second chance”

“If the coach only knew how hard this job is, he wouldn’t be so hard on me.”

“That guy pisses me off”

“If I fail at this, I am done.”



LISTEN FOR STRUCTURE

(IT IS TEMPTING TO GET SUCKED INTO THE CONTENT ...)

- With deletions in our words and sentences we want to seek out to fill in the details by asking questions that help us paint a fuller picture of what the other person is saying
- With generalizations we seek to explore the rules and conclusions to understand what they are and how they work and how the person came to those generalizations
- With distortions we will seek to identify them and then straighten them out.



PRACTICE DRILL: PRECISION QUESTIONING TO STATEMENTS

- Work together in pairs and read these statements to each other. The other person replies with a precision question.
- *What do you need to ask to get more details so that you can fully understand how the other person is processing and filtering his experiences?*



SUMMARY AND REFLECTIONS

- What is one important take away from today's session?
- What is one thing you will practice the following week?

