

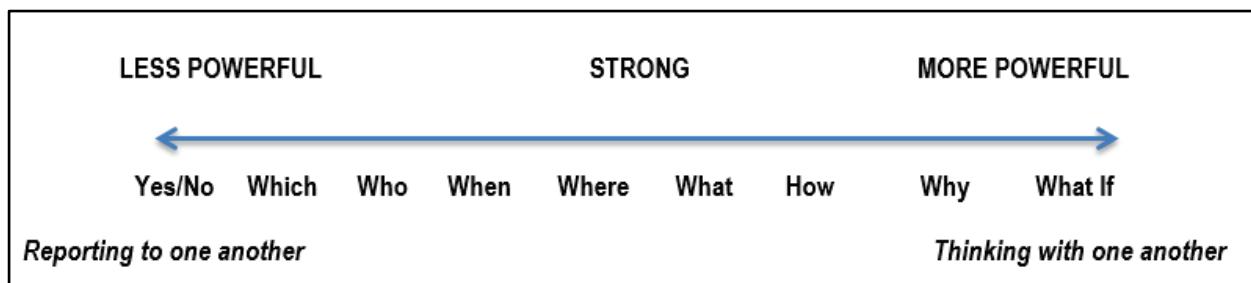
Asking Questions and Engaging in Dialogue

Asking questions that are powerful, appreciative, and in the spirit of inquiry connects us to our own wisdom and intentions, bridges and leverages thinking differences, and fosters new possibilities by enabling the ability to see things from different perspectives.

A **cognitive shift** occurs when the person speaking moves quickly from an intentional focus or thought process to a newly selected focus, perception, or way of thinking.

A cognitive shift is mediated through a question, paraphrase, comment, or non-verbal communication that engages the speaker in a new way of thinking.

Before we look at the suggested question types, consider the construction of a question. Some questions are more powerful than others. We aspire to asking the types of questions that open our own minds and others to new possibilities, clarification of thought, and intent. Questions can create pathways to positive experiences, excitement, provide space for reflection on issues of importance, and help people notice what is valued.



Here are a few examples and suggested question types.

Pose a data search

- What measures would help you determine that?
- Where could you find more information about _____?

State a question that invites analysis

- What may have led to the way students responded?
- How did (or might) the instructional situation cause you to change the lesson plan? (Invite innovation or imagination)
- Imagine that the situation was perfect. What would it look like?
- If you could create the schedule, what changes would you make?
- What support and resources do you need to become the (school, educator, etc.) you personally aspire to become?

Encourage the creation of new connections

- What would you change in the transition process?
- How will you use the information you received from the students?
- What is one bold step you (or our school, district) could take to create a strong climate that will support (school, classroom) change and improvement in which all students succeed and each (school, classroom) has the supports it needs to succeed?
- What small change(s) could you (or the district, our school) make right now that would really change how students (or teachers) are supported to succeed at their highest level?

Invite a shift in perceptual thinking

- What forces may be causing the students to behave that way?
- If you were the student, what would you be thinking?

Seek an expression of beliefs or values

- How would you feel if you faced the same situation?
- What would you say is the fundamental difference in your belief?
- What's possible here and who cares? (rather than "What's wrong here and who's responsible?")

Promote choice among alternatives

- Of the (two or three) options, which one would work best for you?
- Thursday or Friday morning; what would be more effective in terms of planning?
- Based on our conversation today (about this topic), in your opinion what are the top opportunities which you (or the school, district) should seize to move practices toward greater success?

Create Forward Movement

- What would it take to create change on this issue?
- What could happen that would enable you/us to feel fully engaged and energized about (your situation)?
- What needs our immediate attention going forward?
- If our success was completely guaranteed, what bold steps might we choose?
- How can we support each other in taking the next steps? What unique contribution can we each make?
- What challenges might come our way and how might we meet them?
- What conversation, if begun today, could ripple out in a way that created new possibilities for the future of (your situation)?
- What seed might we plant together today that could make the most difference to the future of (your situation)?

Connecting Ideas and Finding Deeper Insight

- What question, if answered, could make the most difference to the future of (your situation)?
- What's important to you about (your situation)?
- What draws you/us to this inquiry?
- What's our intention here? What's the deeper purpose (the big "why") that is really worthy of our best effort?
- What opportunities can you see in (your situation)?
- What do we know so far/still need to learn about (your situation)?
- What are the dilemmas/opportunities in (your situation)?
- What assumptions do we need to test or challenge here in thinking about (your situation)?
- What would someone who had a very different set of beliefs than we do say about (your situation)?
- What is the predominate motivation for you right now in your current situation? Is this moving you forward or away from what you want to do?

References:

- Costa, A. and Garmston, R. (1993). *Cognitive Coaching: A Foundation for Renaissance Schools*. Norwood, MA: Christopher-Gordon Publishers, Inc.
- Vogt, E., Brown, J., and Issacs, D. (2003). *The Art of Powerful Questions*.