



# Ask Better Questions!

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**Nothing is intractable.**



la prosperidad llega cuando somos capaces de ver los patrones, deseamos (queremos, buscamos) entendernos y tenemos valor para actuar y transformar la inestabilidad y la incertidumbre en oportunidad (posibilidad).

Chacun, partout dans le monde, est capable de donner le meilleur de lui-même lorsqu'il est capable de voir clairement les patterns, De chercher à comprendre l'autre, Et d'agir avec courage et discernement pour transformer turbulence et incertitude en potentiel, en possibilité, en opportunité

As pessoas em todos os lugares crescem e progridem porque veem padrões com clareza, buscam entender e agem com coragem para transformar a turbulência e a incerteza em possibilidades para todos.

当我们清楚看见模式寻求彼此了解 并带着勇气将混乱与未知转化成可能性 不管身处何处，人类都将繁盛

Человеческое благополучие, зависит от умения четко видеть тренды, стремления понять друг друга и готовности действовать смело, превращая хаос и неопределенность в возможности.

Ka tipu te iwi i nga wahi katoa ina kite tatou i nga taura tino marama, te rapu ki te mohio ki a raatau, a ka mahi me te maia ki te te huri i te turbulence me te kore papaku

La gent a tot arreu prospera perq uèveiem clarament els patrons, busquem entendre, i actuar amb valentia per transformar la turbulència i la incertesa en possibilitat per a tothom

至る所で人々が繁栄する パターンがはっきり見えるとき お互いを理解しよう そして勇気を持って行動する 乱流と不確実性を可能性

Menschen gedeihen überall weil wir Muster klar erkennen, uns um das Verstehen bemühen, und mit Mut handeln um Turbulenz und Unsicherheit in Möglichkeiten für alle zu entfalten.

Oamenii de pretutindeni prosperă pentru că vedem clar tiparele, căutăm să înțelegem și să acționăm cu curaj pentru a transforma turbulența și incertitudinea în posibilități pentru toți

Overall floureren mensen als we patronen duidelijk kunnen zien, en bereid zijn om te onderzoeken hoe we elkaar kunnen begrijpen, en lef tonen om in tijden van onzekerheid en turbulentie mogelijkheden zien en actie te ondernemen.

Благополуччя людей, залежить від спроможності чітко бачити тренди прагнення зрозуміти один одного та готовності діяти сміливо, перетворюючи хаос та невизначеність на можливості.

People everywhere thrive because we see patterns clearly, seek to understand, and act with courage to transform turbulence and uncertainty into possibility for all.

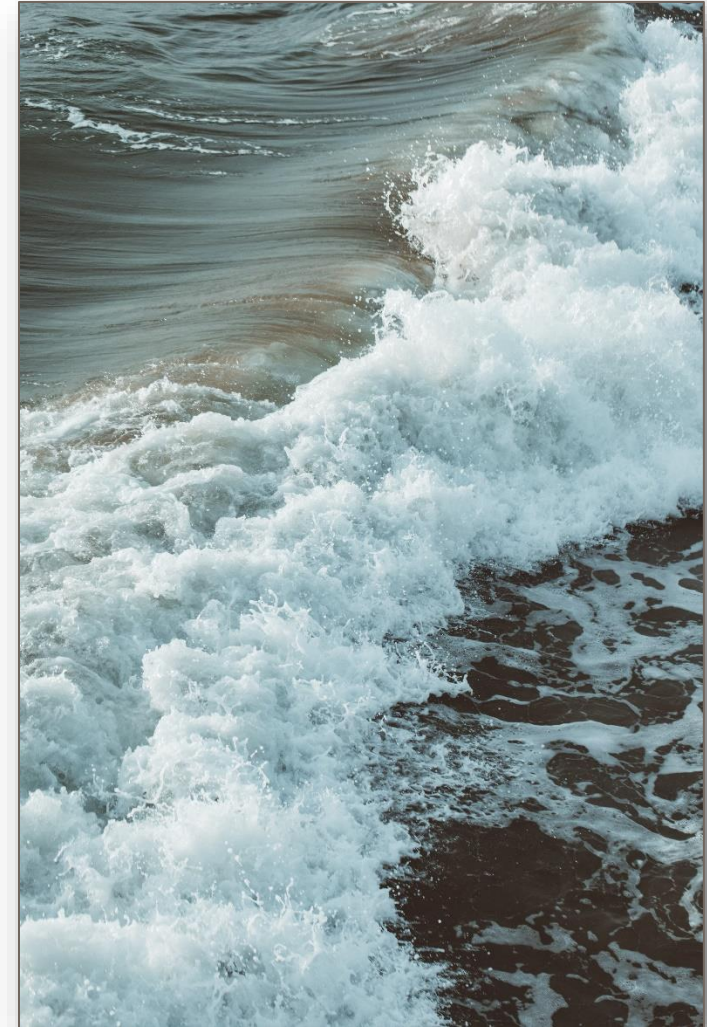
Mennesker trives allevegne, fordi vi ser mønstre tydeligt, stræber efter at forstå, og handler modigt for at forvandle turbulens og usikkerhed til muligheder for alle.





## Today we will:

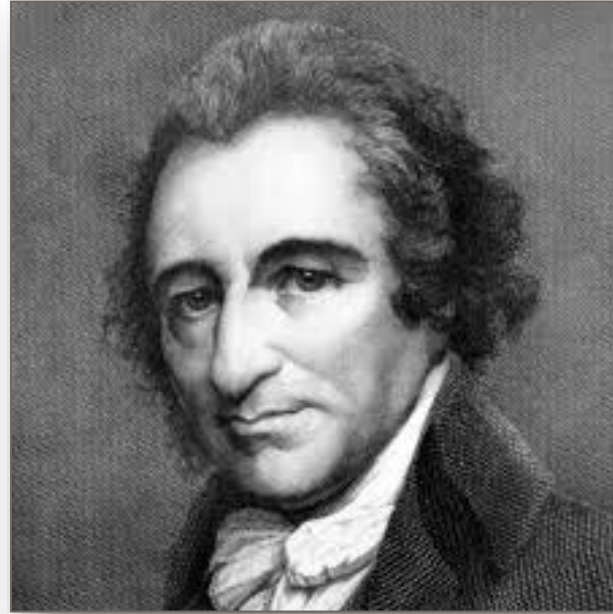
- ▶ **WHAT?**  
What is the power of questions in uncertainty?
- ▶ **SO WHAT?**  
So what are questions that are true and useful?
- ▶ **NOW WHAT?**  
Now what questions will tame your Wicked Issues?





# WHAT? The Power of Questions in Uncertainty





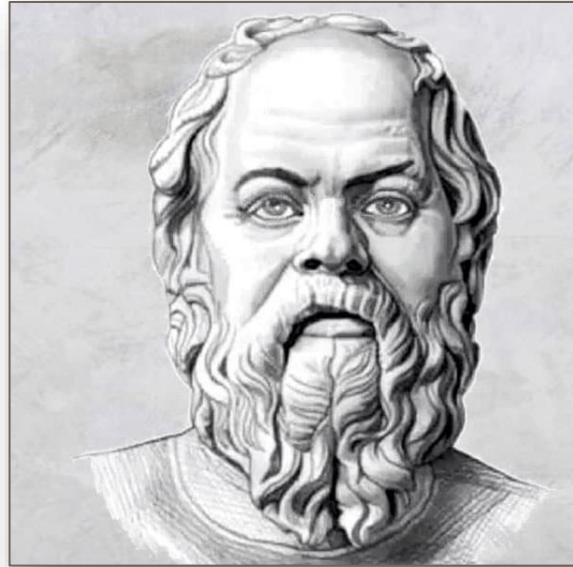
*It is error only, and not truth,  
that shrinks from inquiry.*

Thomas Paine



*From my experience, the best advisors help in three ways: encourage you to look at the problem or opportunity from multiple angles; help you balance the tug of the short-term with important long-term priorities; and ask the tough questions you need to know to reach the best solution.*

Margo Georgiadis



*The only true wisdom is in  
knowing that you  
know nothing.*

.Socrates



*Human spirit is the ability to face the uncertainty of the future with curiosity and optimism. It is the belief that problems can be solved, differences resolved. It is a type of confidence. And it is fragile. It can be blackened by fear and superstition.*

Bernard Beckett



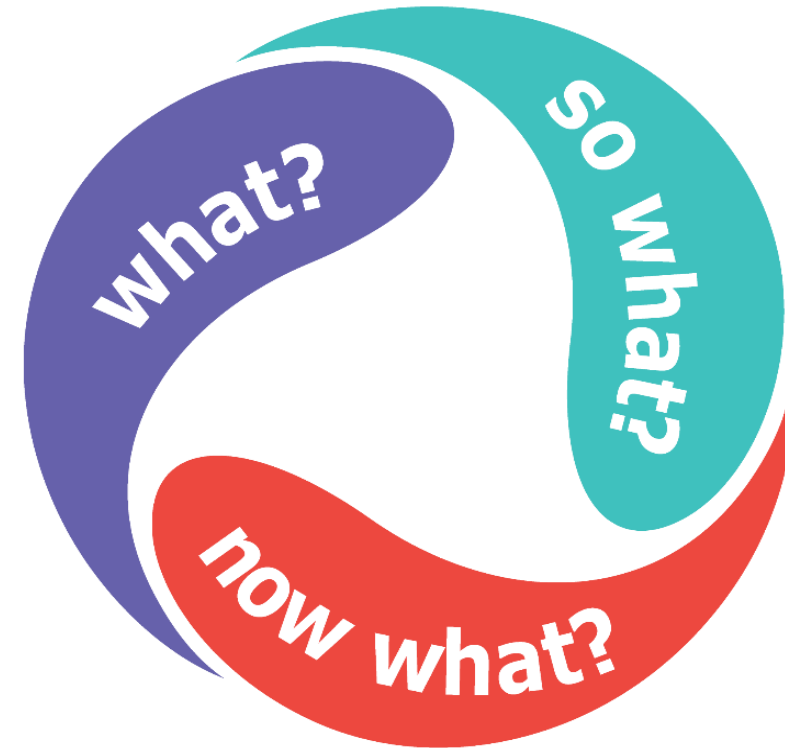


# SO WHAT? True and Useful Questions



## Questions from Adaptive Action

- ▶ WHAT . . . ?
- ▶ SO WHAT . . . ?
- ▶ NOW WHAT . . . ?
- ▶ NEXT WHAT . . . ?





## Questions from Same and Different

- ▶ WHAT is the SAME?
- ▶ WHAT is DIFFERENT?
- ▶ SO WHAT are the similarities and differences that make a difference?
- ▶ NOW WHAT do you want to amplify? What do you want to damp?

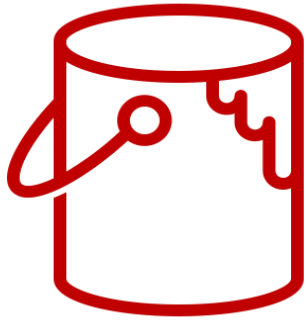
same

different



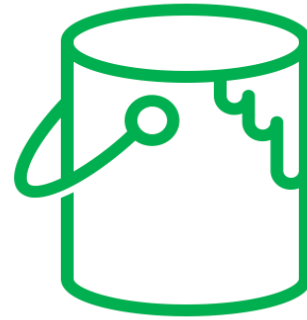


## Questions from the Question Sorter



### **WHAT do you know for sure?**

We have the answer in the room and just need to ask the question.



### **WHAT is Unknown but Knowable?**

The answer is unknown to us today, but someone knows it.



### **WHAT is Unknowable?**

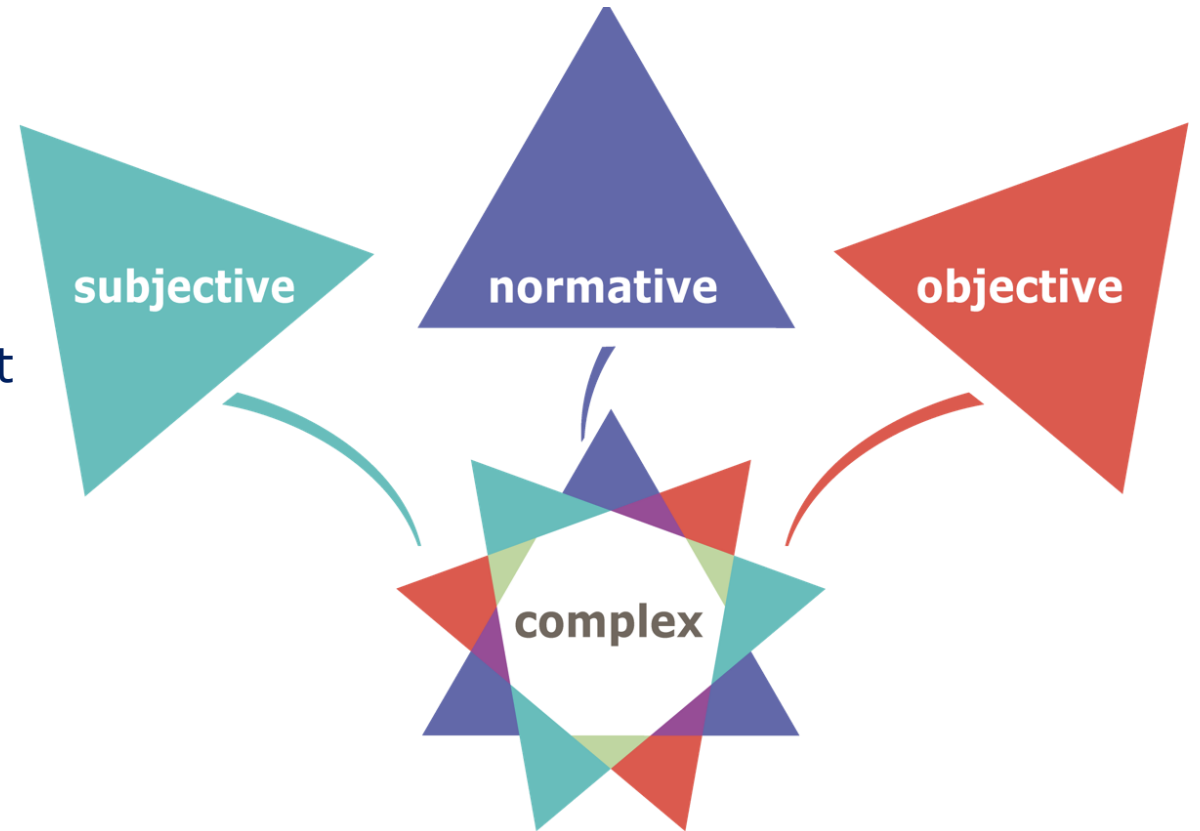
The answer cannot be known right now. Only time will tell.

**SO WHAT . . . ?  
NOW WHAT . . . ?**



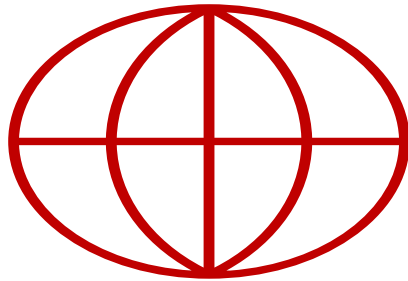
## Questions from the Four Truths

- ▶ WHAT truths are at play?
- ▶ SO WHAT are the most relevant truths for our work right now?
- ▶ NOW WHAT can we do to focus on the most useful truths?





# Questions from the Pattern Spotters



In general, WHAT do you notice?

SO WHAT is the potential for change?

NOW WHAT will you do today?



WHAT are you wondering?

WHAT are the tensions or contradictions?



WHAT has surprised you recently?



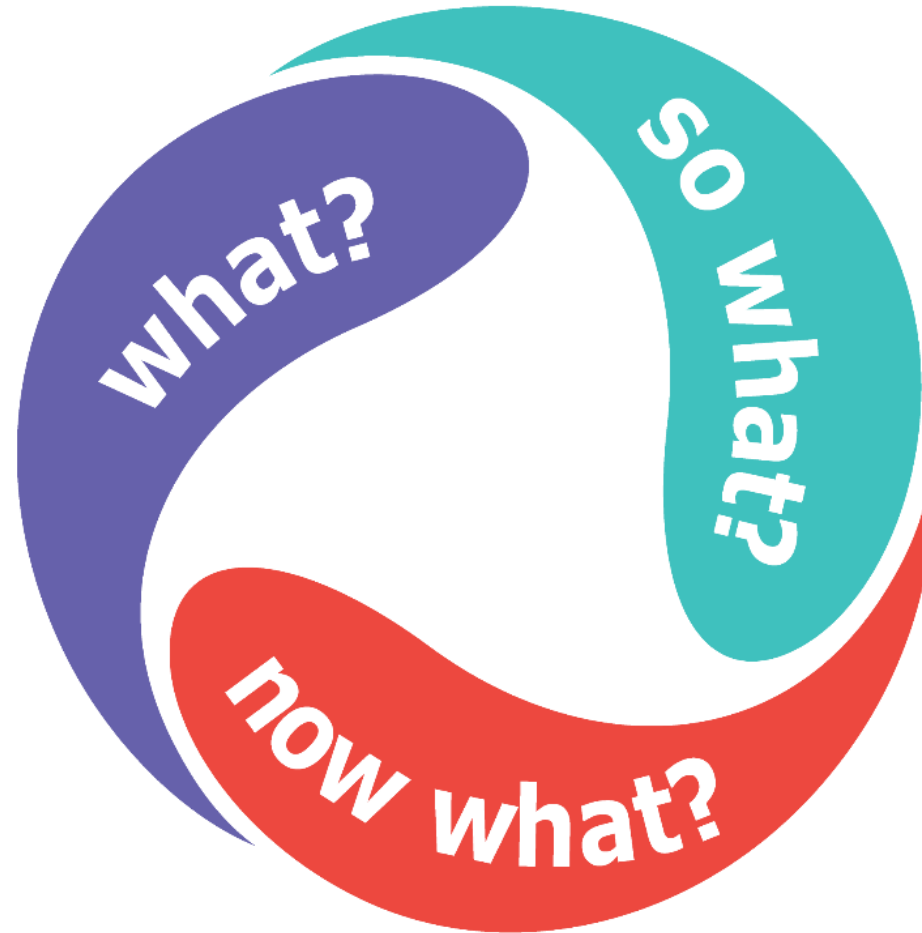




# **NOW WHAT?** **Questions to Tame your Wicked Issue**



Our question:  
NOW WHAT questions will tame your Wicked Issue?







## Want to learn more?

- ▶ Daily Power of Questions
- ▶ Free, monthly webinars
- ▶ Blog posts and event announcements
- ▶ Adaptive Action Labs (2, 3-hour sessions on relevant topics)
- ▶ HSDP Certification (on-line and face-to-face)
- ▶ Website with many resources
- ▶ Books and more!

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