



When Answers Are Elusive: Look into the questions

Live Virtual Workshop

August 2022

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Nothing is intractable.



HSD Vision

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

HSD Simple Rules

- ▶ Stand in inquiry
 - ▶ Turn judgment into curiosity
 - ▶ Turn conflict into shared exploration
 - ▶ Turn defensiveness into self-reflection
 - ▶ Turn assumptions into questions
- ▶ Find the energy in difference
- ▶ Zoom in and zoom out
- ▶ Connect through stories and impacts
- ▶ Search for the true and useful
- ▶ Celebrate life



Today's Adaptive Action

- ▶ **WHAT?**
What is the Power of Questions?
- ▶ **SO WHAT?**
So what gives the process its power?
- ▶ **NOW WHAT?**
Now what questions will guide you through turbulent times?



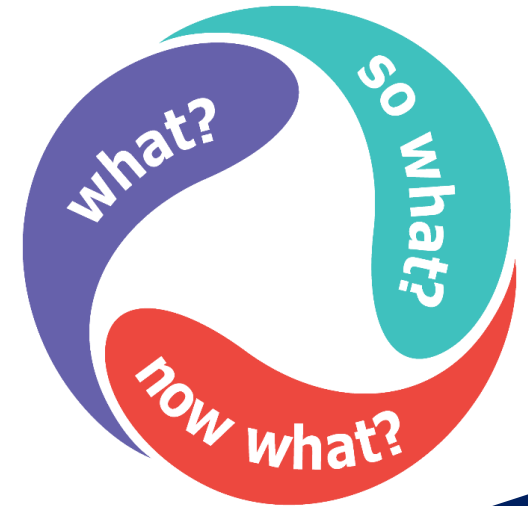


WHAT?
What is the
Power of Questions?



Power of Questions

- 1. WHAT?** Frame a wicked issue in 3 to 5 sentences.
- 2. SO WHAT?** Listen to questions without answering.
Questions are:
 - ▷ Open-ended
 - ▷ Not disguised advice
 - ▷ Beyond knowledge of the asker
- 3. NOW WHAT?** Consider a next wise action:
 - ▷ Within your control
 - ▷ Reasonable
 - ▷ Promising
 - ▷ Short-term response





Glenda's Wicked Issue

My client works in a troubled company in a turbulent industry. She knows the world is uncertain, and I'm her security blanket. She wants answers from me, and I do not have them.



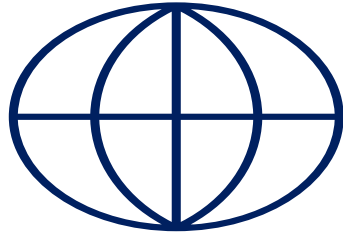
Engaging in Power of Questions

1. Write your question in the chat.
2. We will call your name when it is your turn.
3. Read your question aloud, without comment or explanation.

We will play for 10 minutes.



Pattern Spotters



In general



Wondering?

On one hand . . .
On the other



Surprised!



SO WHAT?

So what gives the
process its power?



What is the power of the Power of Inquiry: Shifting Patterns



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**Open
Boundaries**

Expand the problem space to introduce new possibilities and increase degrees of freedom.



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Many Variables

Introduce novel differences that make a difference.



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Many Variables

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Nonlinear Interactions

Either create connections that were not present before, expose ones you couldn't see, or break ones you thought were absolute.



NOW WHAT?

Now what questions will
guide you through
turbulent times?



NOW WHAT questions will guide you in turbulent times?

Open Boundaries

What are boundaries that limit your curiosity and possibility?

Many Variables

What differences hold meaning and energy in your complex systems?

Nonlinear Interactions

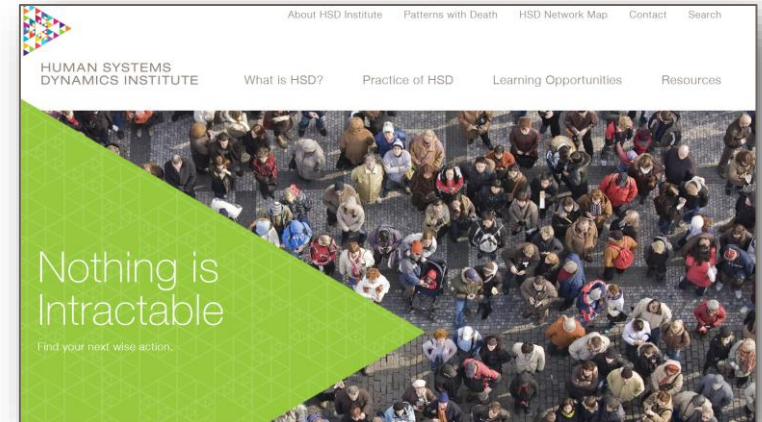
What is connected that you should disconnect?
What is disconnected that you should connect?



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!

www.hsdinstitute.org





Our Adaptive Action

