

# Bud Synhorst



Thomas J. Watson, Founder of IBM

*“The ability to ask the right question is more than half the battle of finding the answer.”*

# Before we Get Started...

- What do you hope to get out of today's session?







# Who here considers yourself a leader?

- How do you define leadership?
- JMT Definition of Leadership:  
Leadership = Influence

## Today's Topics

- Why Are Questions So Important?
- What Questions Do I Ask Myself as a Leader?
- What Questions Do I Ask My Team Members?



# Why Are Questions So Important?

- Which ways have you used questions and what were the results?
  - Unlock & open doors
  - Effective means to connect with people
  - Cultivate humility
  - Engage others in conversation
  - Build better ideas
  - Give a different perspective
  - Challenge mind sets, get you out of ruts

# Is Leadership Asking or Answering Questions?

- Perceptions:
  - The leader is supposed to have all the answers;
  - The leader is focused on answering the questions.
- When should we ask questions?
- When should we answer questions?







# What types of questions will you ask?

- Philosophical – idea based
- Pragmatic – results based
- Which type of questions do you like to ask? Why?



# Types of People to Ask Your Questions

- Understand the value of questions;
- Desire the success of others;
- Add value to others' thoughts;
- Not threatened by others strengths;
- Emotionally able to handle them;
- Understand their place/value;
- Bring about good thinking;
- Experienced success in a particular area;
- “We” attitude





## 3 Questions to Use for Problem Solving

- Why do we have this problem?
- How do we solve this problem?
- What specific steps must we take to solve this problem?

## Application Time

- Think of a problem you are currently experiencing, write it down.
- Pick a partner and talk about the questions to use for problem solving.
- What other questions can you ask?
- How can these questions help resolve your problem?
- What are you hoping to gain by asking these questions?





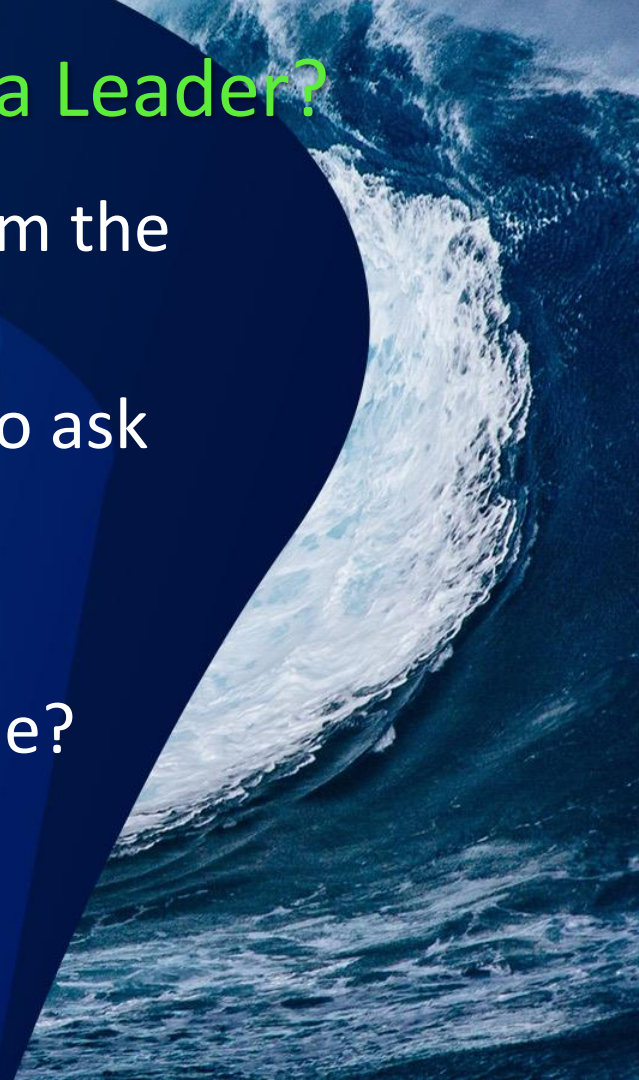
## Application Discussion

1. What did you learn from these questions?
2. Were you able to come up with a set of questions to solve your problem?



# What Questions Do I Ask Myself as a Leader?

- What did you learn about yourself from the previous activity?
- What area will you commit to today, to ask more questions in the coming week?
- What do you hope to gain?
- How will you hold yourself accountable?





# Let's Answer Some Questions Together

- How important is it for leaders to possess vision, anticipate problems, and continually look ahead for the team or organization? Why?
- How do you think asking questions of yourself as a leader could help you to possess vision, anticipate problems, and look ahead in your personal leadership?
- Have you ever known a leader who was not self-aware? Without naming them, describe what happened to their leadership.
- Have you ever engaged in the strategic practice of asking yourself questions? If so, in what area of your life did you do so? What was the result?

# Let's Look at Maxwell's List of Questions

- Am I investing in myself?
- Am I genuinely interested in others?
- Am I grounded as a leader?
- Am I adding value to my team?
- Am I staying in my strength zone?
- Am I taking care of today?
- Am I investing my time with the right people?



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# The People you Should Invest In

- Influence Factor
- Capacity Factor
- Attitude Factor
- Chemistry Factor
- Passion Factor
- Character Factor
- Values Factor
- Teamwork Factor
- Support Factor
- Creative Factor
- Opinion Factor
- The 10% Factor



# Mentorship

- Do you have a mentor?
- Do you mentor others?
- Will you invest in yourself to do both?





## Individual Activity

- Create a list of 5 questions you will ask yourself as a leader.
- How often will you ask these questions and who will be your accountability to do it?

# What Questions Do I Ask My Team Members?

- Listen, Learn, and Then LEAD.
- The value of listening only comes when you ask the right questions.





# How Good a Listener Are You?

3 levels of listening:

1. Internal Listening – what's in it for me?
2. Focused Listening – what's happening in you?
3. Global Listening – how does what you're saying impact everyone?



## Reflection

- Who are the people in your life you are most likely to ask their opinion? Why?
- “What do you think?” what reasons do you ask this?



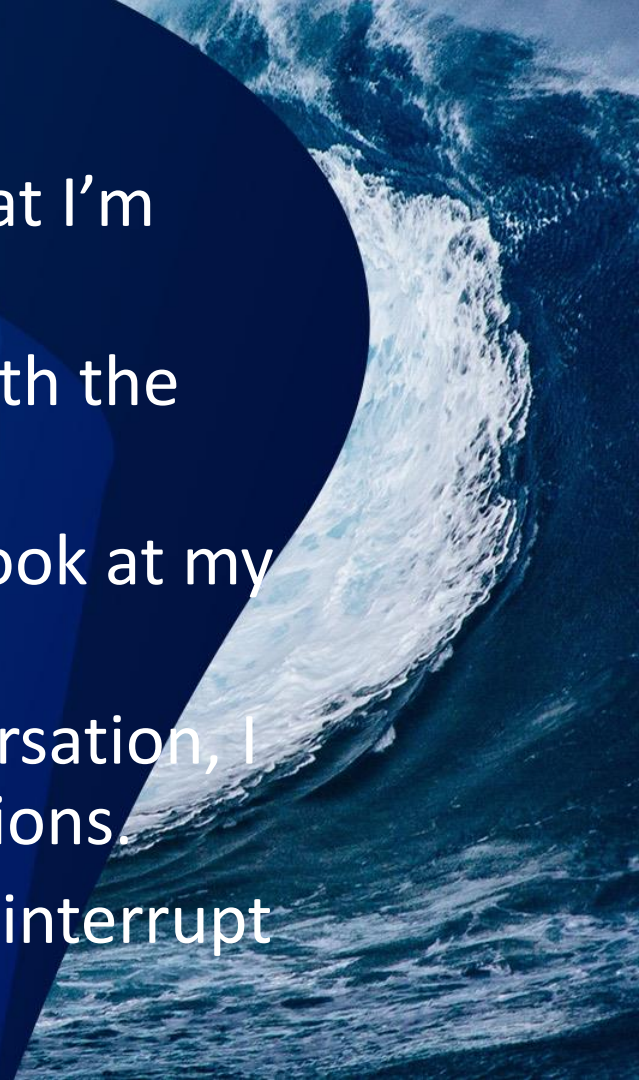
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# Maxwell's Questions for the Team

- What do you think?
- How can I serve you?
- What do I need to communicate?
- Did we exceed expectations?
- What did we learn?
- Did we add value?
- How do we maximize this experience?
- What do I need to know?
- How do we make the most of this opportunity?
- How are the numbers?
- What am I missing?

## Are You a Good Listener?

- When someone talks to me, I stop what I'm doing and listen to them.
- I always try to maintain eye contact with the person who is talking to me.
- When someone talks to me, I do not look at my phone or computer.
- When choosing a seat to have a conversation, I try to pick a place to minimize distractions.
- When someone else is talking, I never interrupt them or finish their sentences.





## More Reflection on Listening Skills

- When someone is explaining something to me, I do not come to a conclusion before they finish their explanation.
- If my phone rings when someone is talking to me, I do not check to see if I should answer it.
- When someone says something critical about me or gives me bad news, I don't become defensive or punish the messenger.
- When someone is talking to me, I can tell when they think I don't understand, and I paraphrase back to them what they have said.



# How To Create an Environment That Values Questions

- Value each team member.
- Value questions more than answers.
- Value the potential of your team.
- Value the improvement of a good idea.






## Group Activity

- What is your action plan moving forward?
- What questions are you going to start asking to be a better leader?
- Who is one person you are going to listen to more and ask more questions?
- How will you go forth and add value?

Sam Walton

*“Asking and hearing people’s  
opinions has a greater effect  
on them than telling them  
‘Good Job.’”*



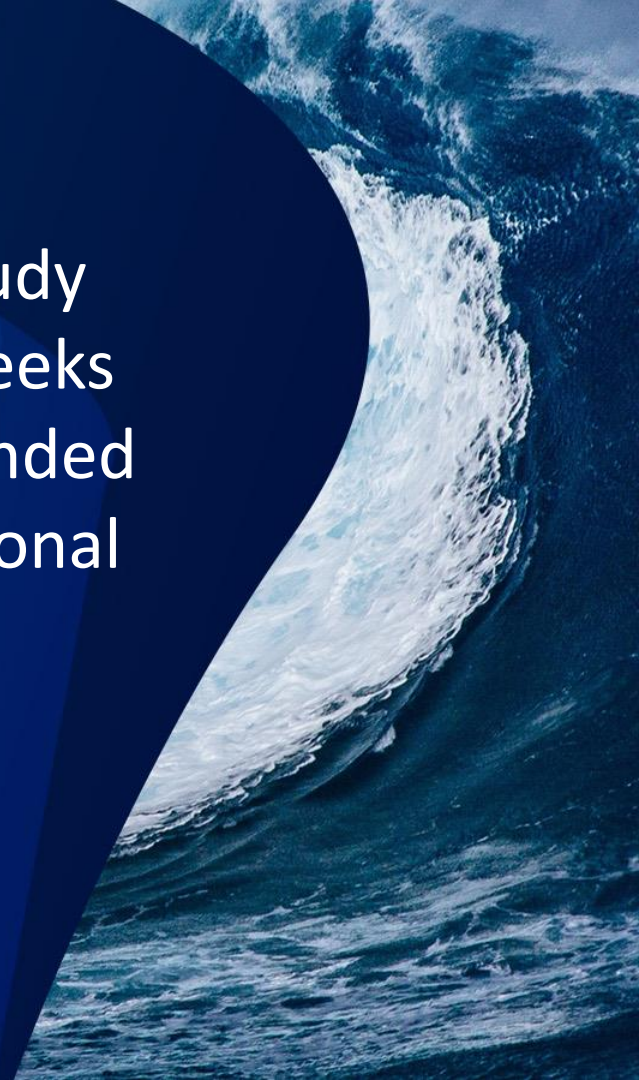


**Good leaders ask great questions  
that inspire others to dream more,  
think more, learn more, do more,  
and become more.**



## Invest in Yourself

- Mastermind Group – an in-depth study over a period of time (usually 6-8 weeks or more), joining forces with like-minded individuals who are focused on personal growth.



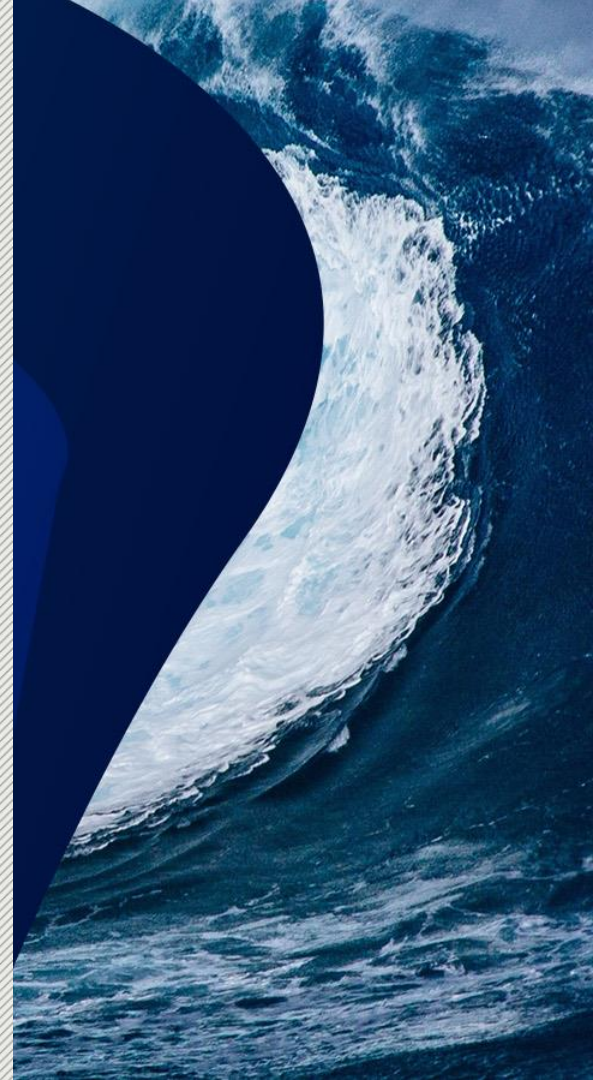
*The*  
MAXWELL  
**DISC**  
METHOD





IF YOU WANT TO BE A LEADER,  
THE GOOD NEWS IS THAT  
**YOU CAN DO IT.** EVERYONE HAS  
THE POTENTIAL, BUT IT ISN'T  
ACCOMPLISHED OVERNIGHT.  
IT REQUIRES **PERSEVERANCE.**

- JOHN MAXWELL -





# Thank you!

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