

E3

WHYZMEN • OPTIONAL CARD • SESSION 10

Seven Questions + “And what else?”

Use it when... *a brother brings you a problem, and you want to help without rescuing him.*

“The purposes of a person’s heart are deep waters, but one who has insight draws them out.”

Proverbs 20:5

Most helpers jump from question to advice far too fast. Stay curious a little longer. These seven, in order:

QUESTION	WHAT IT DOES
“What’s on your mind?”	Opens his real agenda, not the one he presents.
“And what else?”	The most important one. Ask it two or three times.
“What’s the real challenge here for you?”	Moves from the general problem to his part in it.
“What do you want?”	Surprisingly rare. Surprisingly powerful.
“How can I help?”	Stops you rescuing him before he asks.
“If you say yes to this, what are you saying no to?”	The cost question. Made for retirement decisions.
“What was most useful about this conversation?”	Helps the learning stick.

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“AND WHAT ELSE?”

His first answer is rarely his only answer, and almost never his real one. The second and third answers, drawn out by patience, are where the real material lives.

THREE HABITS

- **Ask what and how, not why.** “Why did you do that?” puts a man on trial. “What led you there?” keeps him thinking.
- **No advice with a question mark.** “Have you thought about...?” is advice in disguise.
- **Then wait.** Count to five. The best answers arrive just after the silence starts to feel too long.

FIRST USE

The next time a brother brings you a problem, hold your advice until you have asked “And what else?” twice.

THIS SKILL’S PRACTICES S2 Ask the second question • S5 Ask for a story • S11 Honest, open questions

More in the Toolkit: 2 • Ask

Adapted from Michael Bungay Stanier, The Coaching Habit (2016); Alison Wood Brooks on follow-up questions.

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