

How to Calibrate Questions to Transform Conflict into Collaboration (Chapter 7)

The Main Point: _____ are the best tool for transforming any conversation.

Key points about calibrated questions:

- They ask _____ which invites the counterpart to help solve their own problem.
- They are _____ questions calibrated for a specific effect.
- They help you avoid a _____.
- Rather than getting the other person to _____ with you, these questions help you suspend their _____.
- They allow you to _____ or request without sounding overbearing or pushy.
- They have the power to _____ on what the problem is rather than _____ what the problem is.

Key elements of calibrated questions:

- Avoid verbs like _____, _____, _____, _____ or _____ because those lead to simple YES or NO answers.
- Best to start with _____ and _____ to inspire your counterpart to think then speak.
- _____ should only be used when it supports the change you are trying to get the counterpart to see.
- Use _____ and _____ in any negotiation.

Calibrated Questions Exercise:

- Does this look like something you would like? → How does this look to you?
- Why did you do it? → What caused you to do it?
- You can't leave? → What do you hope to accomplish by leaving?

ACTION STEP: Calibrate a couple of questions that target some of your most popular encounters. Remember to begin with HOW or WHAT.