



THE SCIENCE AND ART OF ASKING QUESTIONS

1

**LISTEN ASTUTELY WITH
A STRUCTURE**



mindtransformations.com

LISTEN ASTUTELY WITH A STRUCTURE

- A structure = a framework where you place the information you hear.
- The framework is empty when you begin the conversation.
- Place the data you collect into the framework.
- Form a picture of what's happening in the other person's world.



LISTEN ASTUTELY WITH A STRUCTURE

- When information gaps, contradictions, and circular loops show up, ask questions!
- Place answers in the framework & observe what changes. And if more questions are needed.

NLP Tools:

- Conversational Frames
- SCORE Model
- Logical Levels





HEAR THE UNSAID



mindtransformations.com

HEAR THE UNSAID

- Use linguistics.
- When we pay attention to how the other person speaks, their words and sentence patterns can tell us a lot.



HEAR THE UNSAID

E.g. "He's obviously doing this to spite me."

Ask questions to find out:

- Who "he" is.
- What actions were done.
- How the speaker knows the intent of the actions.

NLP Tools:

- Meta Model Violations



3

**HAVE THE RIGHT
ATTITUDE & INTENTION**



mindtransformations.com

HAVE THE RIGHT ATTITUDE & INTENTION

- Curious
- Open
- Present



LEARN MORE

Blog Post



bit.ly/mt-ask_questions

NLP Training



bit.ly/mt-NLP_HighImpactSkills



mindtransformations.com