OPPORTUNITY
KNOCKS

Opportunity Knocks Facilitation Questions

General Questions

- On a scale of 1 – 10, how are things going? (more finite answer required).
- Are we hearing you correctly when you say...?
- How does that solution tie to how you got in the business?
- Have you considered . . .
- What are you thankful for this month...
- What have you learned over the past month?
- What do you want from the team?
- What will it feel like to get started?
- How's that working for you?
- So . . .?
- Tell me more . . .
- Who else has had similar experience?
- What did you learn from this exchange?

When...

Accountability and follow-through are needed:

- What is your highest priority for next month?
- What would you like to be held accountable to perform by our next meeting?
- What will you be working on next month?
- What goal want to achieve today?
- What will it take for you to take action?
- How does this tie in to your goals?
- Does something you heard today resonate, and when will you act on it?
- What's preventing you from taking action?
- Do you remember what you were trying to achieve?
- What's it going to take to move forward?

Someone is stuck:
- What's holding you back?
- Do you really want to fix "it"? - how important is it? - Are you committed to solving it?
- Do you really want to solve this problem?
- Have you done everything you could do?
- What's stopping you?
- What's preventing you from doing what you know you need to do?
- What are the consequences of doing nothing?
- Do you recall that you've mentioned this before?
- What's the belief that you hold that's preventing you from looking or acting on this?
- Are you noticing that we talking about this again?
- Do you not know the answer or do you just not like the answer?

Priorities need to be identified:
- How critical is this issue to your business?
- What wakes you up in the morning?
- What's more important to you than what we're talking about?'
- What options have you thought about?
- What will it take for you to take action?
- What do you want?
- Where does this fit in the priority list?
- How badly do you want to fix this?
- Rate the problem: how important is it to you to fix this?
- What do you really want?
- What's the ideal outcome?
- What if you had to decide right now?
- How soon do you need to address this?

Strategy, direction or next steps are unclear
- What is a "Back Burner" issue that you often notice but haven't yet brought forward?
- What's changed about how you are viewing this problem (since we started talking about it)?
- Where have you been in this situation before?
- Sounds like you're at a crossroads
- If you had to explain what's needed to a stakeholder, what would you tell them?
- If you don't know, who might know?
- How can this group help you?
- How are you doing with the feedback/process?

Getting to root cause is needed:
- What's the fundamental (or underlying) issue here?
- What's the fear that might be holding you back?
- How does that make you feel?

- I get the feeling there's something you're uncomfortable with. Can you share? Identify it?
- Are you sure this is the real issue?
- What perceived problems have festered for more than one month (in your mind)?
- What are you most challenged about?
- What change will have the greatest impact?

There are multiple options to choose from:
- What's the ROI of that action?
- How will your customers, staff react to this change?
- What change will benefit the business the most?
- How hard will it be to implement?
- How does the thought of doing this make you feel?
- If anything were possible, what would that look like for you – best possible outcome (remove all the barriers?)

Creative thinking is called for:
- What's the most provocative/prudent/risky way to solve this problem?
- What is preventing you from seeing this issue differently?
- Where do you want to go from here?
- What would someone who knew about business but nothing about your market do in this situation?
- Why do you believe what you're saying is correct/true?
- What is the best outcome for you, personally vs. the business, how can you reconcile the difference?
- What resource(s) in your company would be best to solve your problem?
- What problem(s) do you have that you're not prepared to address or deal with?
- Are there other people in your organization that you can rely on to help solve this issue or problem?
- What might be the fault in your plan?
- Ask the opposite question to the issue --- helps get out "current frame of mind"
- What do you already know about . . .