



Finding the Answer

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Overview

- Who?
- When?
- Questioning yourself

Who

- Employees
- Vendors
- Management
- Professional and Personal Network

When

- When there's an error in your shop
- When there are staffing issues
- When there's an issue with a vendor
- When your manager sets new goals
- When you're a mentor
- When you want to know and grow

When there's an error in your shop

- How did you perform the task?
- Can you walk me through the steps?
- Why are you following these steps?
- How were you trained to perform this task?
- Have you thought of changing your process?

When there are staffing issues

- Can we talk privately?
- Why didn't you following the policy/procedures?
- Is there a problem with the policy/procedure?
- Is there another problem influencing your behavior?
- Can we work together to solve the problem?

When there's an issue with a vendor

- How did the error occur?
- Why didn't the vendor's quality control system work?
- How will the vendor prevent future errors?
- How will the vendor reimburse the client?

When your manager sets new goals

- What are the new goals?
- What's the purpose of the new goals?
- Why are we changing at this time?
- How will the staff react?
- What else can we change?

When you're a mentor

- What are your goals?
- Why these goals?
- What do you think you need to do?
- How can I provide assistance?
- What are your next steps?

When you want to know and grow

- What is your background with this subject?
- Why did you choose this direction?
- What would you have done differently?
- Who else should I talk to?

Questioning Yourself

- Reflection is good – beating yourself up is not
- Losses – and wins – should be questioned
- Review with your coach/mentor
- Repeat as needed




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Questions?

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