

The tough question exercise teaches leaders the preferred answer to any given question. After collecting questions, answer them and send them out to all the employees.

This exercise also identifies the skills and information leaders must have to be successful in their challenging interactions. Ask leaders to review these tough questions at their next department meeting. This allows them to open the floor for new questions and ensures that everybody understands the answers that were given for the questions.

Tough Question Exercise

Goal: Developing Better Leaders - Helping leaders have answers to the tough questions

Exercise Instructions: Using an identified tough question, use this worksheet to work through to identify key words to use to best answer the question and further learning and consistency in your organization.

The Tough Question:

1. What questions should you ask to further understand the employee's question?
 - a. _____
 - _____
 - b. _____
 - _____
 - c. _____
 - _____

2. What is the underlying issue or issues?
 - a. _____
 - b. _____

3. What is your best response to the employee's question or issue?

4. What skills and information do you need to deal with this question?

