

TOUGH QUESTION EXERCISE

FORMAT AND PROCESS:

- Timeframe: approximately 1 hour
- Materials needed for exercise: (1) Tough Question Exercise Worksheet and (2) Tough Question List

	DESCRIPTION	ESTIMATED TIMEFRAME
1	Exercise Introduction	5 minutes
2	<p>Group Activity #1: Learning the skill</p> <p>a. Designate a group recorder to take notes of the responses and a person to report back to the larger group at the end of the activity.</p> <p>b. On the outside of your packet, there is a number. This is the question that your group will be working on.</p> <p>c. Based on your assigned question, discuss answers to the following questions:</p> <ol style="list-style-type: none"> 1. What questions should you ask to further understand the employee's question? 2. What is the underlying issue or issues? 3. What is your best response to the employee's question or issue? 4. What leader competencies and information do I need to deal with this question? <p>d. Record your responses on the worksheet and prepare to report out your responses.</p>	15 minutes
3	Report Out Answers To The Larger Group	35 minutes
4	<p>Closing and Exercise Follow-up:</p> <p>Tough question worksheet will be turned in and leadership team will review the answers and communicate key words to frequently asked questions back to you.</p>	5 minutes