

WORKSHEET:

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

Exercise Instructions: Using the identified tough question, use this worksheet to work through the question and discuss as a group. When completed, submit this form and the response/keywords identified. The responses will be compiled and distributed for further learning and consistency in the organization.

The Tough Question:

1. What questions should you ask to further understand the employee's question?

b. _____

c. _____

d. _____

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?
