

The Clarifying Questions

How to find the bottlenecks. Five questions to diagnose the work, two to close the conversation.

DIAGNOSE THE WORK

- CONTEXT** What is the main objective here?
- TIMELINE** What is the next milestone, and what has to happen before it?
- PEOPLE** Who else is involved, and what does each of them own?
- TOOLS** What is needed to complete this? Do you need anything?
- PROCESS** Walk me through the steps, in the order you would actually do them.

CLOSE THE CONVERSATION

- INSIGHTS** What has surprised you that is going well or not going as planned?
- FEEDBACK** What would be helpful from me to reach the next milestone?

THE TELL

Listen for where their answer differs from yours. That gap is the bottleneck.