**HELPFUL QUESTIONS TO ASK DURING DIFFICULT CONVERSATIONS**

**(in no particular order)**

1. Tell me more about what you meant by\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
2. What angered you about what happened?
3. What hurt you about what happened?
4. What’s familiar about what happened? How did that affect you? How does it affect you now?
5. What do you need/want?
6. I want to understand (or hear) your perspective. I want you to understand (hear) mine. Can we each agree to speak uninterrupted for \_\_\_\_\_\_\_\_\_minutes, and then have the opportunity to ask questions about what we heard?
	1. I heard you say\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(repeat what you heard verbatim). Did I get that correct?
	2. Ask your questions.
	3. Repeat process (you speak; the other person asks questions)
7. Is there a possibility for us to find common ground? What would it mean for you if we are unable to do so? Here’s what it would mean for me.
8. When I hear you say\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, it makes me feel (angry, disappointed, hurt, scared, happy, relieved, etc.)
9. I want to, but I don’t know how to heal this.
10. What needs to happen here, so that we are able to really hear each other?
11. What is the statement behind your question?
12. What if you discovered that everything you have come to believe in your life was not true…How would that impact your life?
13. What do you need to see or hear to consider another possibility?

**The following questions are especially helpful for team or group conversations**

1. What were you like when you first came here? What are you like now? What contributed to the change?
2. What makes it unsafe for you here, and what would make it safer?
3. What does this place (team) lose when you cannot be fully present?
4. What did you notice was the group’s reaction when you were talking? Would you like to know? What would be a good question if you wanted to find out what their reactions were?
5. What is the statement behind your question?

Some questions, with permission, were excerpted from *The Art of Mindful Facilitation* by Lee Mun Wah. Copyright© 2004. All Rights Reserved