

Humble Inquiry by Edgar H. Schein

- 💡 I embrace the fine art of drawing people out, asking questions to which I don't know the answer and building a relationship based on curiosity and interest in the other person
- 💡 I do less telling and focus on asking the right questions to engage others; then really listening and acknowledging
- 💡 I embrace humility - granting someone else higher status than I claim for myself
- 💡 I recognize my dependence on others and build relationships to ensure success
- 💡 I maintain an attitude of curiosity and interest whenever I interact with others
- 💡 I make choices to build relationships
- 💡 I build relationships that lead to trust; and then better communication & collaboration
- 💡 I make small changes and evaluate impacts to relationships
- 💡 I always opt for joint problem solving
- 💡 I focus on understanding what is behind what people ask / say
- 💡 I never assume that the people ask the right questions
- 💡 I ask for examples so that I'm clear on what others are trying to convey
- 💡 I maximize my curiosity (accessing my ignorance) and interest in others - and minimize my bias and preconceptions
- 💡 I inquire in a way that will best discover what is really on the other person's mind (positively leveraging body language and tone)
- 💡 I keep a sharp eye on my attitude and motives before asking questions (am I humble and curious or do I think I have the answer?)
- 💡 I never try to influence the content of what another has to say, nor the form in which they say it
- 💡 I know that Humble Inquiry is the key to good relationships - which is the key to good communication - which is the key to successful task completion
- 💡 I look for ways to build others and "give face" by making them feel psychologically safe and socially visible
- 💡 I never shy away from asking for help from others - particularly those who may be more junior
- 💡 My purpose defines the task and the kind of situation I want to create
- 💡 I acknowledge others as whole humans and not just their roles
- 💡 In conversation, I build trust by acknowledging others, telling them the truth and working on their behalf while supporting the goals that we have agreed to; and certainly not taking advantage of, embarrassing, cheating or humiliating them
- 💡 I conduct conversations which show reciprocation, equity and acceptance of others' values
- 💡 I monitor and control my body language, tone, timing and cadence to convey connection with others
- 💡 I move first in establishing connection by revealing something about myself and then inviting others to join
- 💡 I am careful about executing ORJI - Observe, React, Judge, Intervene
- 💡 I work hard to think and talk about what I see; instead of seeing what I'm able to think and talk about
- 💡 I constantly inquire after my own feelings to determine bias or prejudice
- 💡 I leverage genuine curiosity and interest to minimize the likelihood of misperception, bad judgment and inappropriate behavior
- 💡 I slow down, examine the facts and ask myself about the validity of my reaction before making a judgment and leaping into action
- 💡 I lower my learning anxiety (rather than increasing my survival anxiety) to lower resistance to change (new learning)
- 💡 I recognize that the key to coordination is shared goals, mutual understanding and mutual respect