Dispute Resolution Center
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Conflict SMART Worksheet
Video 5: Questions are Powerful

"What matters to you most?"

"How would this look if it was working well for everyone?"

"What small step could we take right now?"

"Anyone can transform an intense argument into a productive conversation just by asking the right question at the right time."

Ready, Set, Go: Try staying curious, not accusatory. Instead of *"Why did you do that?"* ask *"Can you tell me more about what led you to that decision?"*

Yesterday we went over our *Golden Question*, in this handout we will focus more on the way we ask questions, they can either open up understanding or shut it down. Curious questions help gather information, real hidden interests, and build trust. Instead of asking:

"Why did you do that?"

Try: "Can you tell me more about what led you to that decision?"

Reframe Accusatory Questions:

Accusatory	Curious
"Why did you say that?"	"Can you help me understand what you were feeling when you said that?"
"What were you thinking?"	"Can you walk me through your thought process?"
"Why didn't you tell me?"	"Was there something that made it hard to share with me?"

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Connect Concern to Need/Value

Imagine someone says: "I didn't feel included in that meeting."

What concern is being expressed?
Concern: Feeling excluded

What need or value might be behind it?
Need/Value: Belonging, respect

Types of Powerful Questions:

Information-Gathering Question: *"What happened before things escalated?"*

Solution-Building Question: *"What would help you feel more supported moving forward?"*

Question that Creates a Shared Vision: *"What would a good outcome look like for both of us?"*

Question that Builds Momentum Towards a Solution: *"What's one small step we could take today?"*