

A. A. D. C. A. QUESTIONS: A TOOL FOR TALKING ABOUT **'Messy Stuff'** Instruction & Information Sheet. What are A.A.D.C.A. Questions?

A.A.D.C.A. is one of 10 tools for having important coaching conversations. The acronym stands for 5 different types of questions each of us is encouraged to ask ourselves and others.

These A.A.D.C.A. questions help in having conversations about **'Messy Stuff'** by allowing us to effectively navigate our way through the **'Messy Stuff'** life throws at us.

You can see just how important a role A.A.D.C.A. questions will play in conversations about how to create organizations that reflect the many diverse needs of 21st century workplaces.

A.A.D.C.A. Keep Questions Open and Curious* Watch Your Tone! *Watch Your Body Language! Who? What? Where? When? How? Why?	
A	Assumptions-We all have them, check them!
A	Awareness-Create first in yourself, then others
D	Discover Solutions- Necessary to keep moving forward
C	Create Change- A new level requires new thinking
A	Action-“If nothing gets changed, nothing changes”
NOTE!	
➤	A.A.D.C.A. QUESTIONS may be asked <u>at any stage</u> and <u>in any order</u> when faced with Potentially 'Messy Stuff.'
➤	When A.A.D.C.A. Questions are used as a coaching tool, they keep 'Messy Stuff' from spilling over into other areas of work and life.

The A.A.D.C.A. Process

1. **Keep questions open** vs closed.
2. **Remain curious, listen deeply.**
3. **Affirm the person- listen with the intent** to be changed by what you hear.
4. **Plant confidence vs ideas. Ask** questions designed to build confidence and generate solutions.
5. **See silence as your friend.** Strategically use silence to keep people talking.
6. **Use the W's: Who, What, Where, When and the H: How.** Use **Why** strategically. Why has the undertone of being judgemental and accusatory.

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Life Can be Messy...We May as Well know how to Talk About It!

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A.A.D.C.A.	SCENARIOS FOR A. A. D. C. A. QUESTIONS Who? What? Where? When? Why? How?
A -Assumptions	<p><i>Juan thinks we all should value public over private transportation</i></p> <p>Q: What got you to value public over private transportation? Q: Where do you live, urban or rural location?</p>
A -Awareness	<p><i>Lena believes strongly in working hard and everyone will be rewarded</i></p> <p>Q: What has been your working experience over the years? Q: Who do you know that works hard but remains unrewarded? Q: How might your working experience shape your expectations of other people's working experience?</p>
D -Discover Solutions	<p><i>Jamal is anxious David asked what is he bringing to the potluck</i></p> <p>Q: What about David's question that makes you feel anxious? Q: How can you free yourself of this anxiety about David's question?</p>
C -Create Change	<p><i>Asma is nervous about her workplace installing gender neutral bathrooms</i></p> <p>Q: How would you be impacted by gender neutral bathrooms? Q: What about gender neutral bathrooms that make you nervous?</p>
A -Actions	<p><i>Paul is uncomfortable with the term 'Equity Deserving Groups'</i> Q: What is your understanding of this term? Or, Q: How do you make sense of this term Or, Q: Where else have you encountered this term?</p>

NOTE!

This tool works well with the accompanying set of **A.A.D.C.A. Questions Cards** available at: <https://www.ultimatepotentials.com/store> or contact Phyllis by text/phone:204-229-2634.