

QUESTIONS TO ASK:

“How many times have we done this before, in this context, with these people?”

“What is the desired outcome?” over “What is the output?”

“What have we learnt, what are we going to learn next and how soon can we learn it?”

“Are we optimising the approach to the work, based on the type of work?”

“Are we continuously improving how we do what we do?”

“How can I help alleviate impediments, so that you can get your job done?”

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