

Roundtable Process

Choose a Timekeeper/Monitor to facilitate group participation (*Firm, Friendly, Fair*)

Choose a Note Taker – captures the questions that are asked, then given to the Presenter

Presenter describes their business issue: 3-5 minutes

Clarifying Questions from the group:

- One each
- Designed to: broaden thinking, invite clarity, *mine* the brilliance of the Presenter
- Deliver your question, then pause (not a conversation)
- No obligation for Presenter to answer the question

Second round of Clarifying Questions (time permitting)

Members share their experience with the business issue:

- 2 minutes max
- Speak from your own experience
- Share your experience that relates to the issue (directly or *in kind*)
- No advice please

Presenter Summarizes:

- Insights, observations, new information, feelings
- Items for further reflection or action
- Or... simply thanks the group

Group prays for the Presenter

Next Presenter begins....

Clarifying Questions

Clarifying Questions are for the benefit of the Presenter to help *open up* their thinking. Asking a great question helps to shine another light on some aspect of the situation and/or the Presenter's perspective that allows them to 'see' more options.

The following are some questions you might be tempted to ask during the roundtable, and below them are examples of Clarifying Questions that are better suited to expanding the thinking of the Champion.

Have you contacted your lawyer yet?

- Which part of this situation concerns you most?
- Do you need the help of a professional to deal with this?

Did you know that employees can easily work from home now?

- What are your options for getting work done in different ways?
- Who's dealing with this situation effectively? (What would they say?)

Isn't it true that you should 'hire slow and fire fast'?

- What has your experience taught you about hiring?
- How do you usually handle these situations?

If she hasn't even returned your calls, why haven't you fired her?

- What's your policy on absenteeism?
- What pieces need to be in place for you to take the next step?

What's wrong with telling everyone in the office you have health issues?

- How could you keep your employees informed, and respect your privacy?
- How comfortable are you sharing private information? Is this situation different?

Remember, when you're tempted to begin your question with...

- Could you...
- Should you...
- What if you...
- Would it work to...
- Have you thought of...

Pause and...Think of a better question! (These are often suggestions, not questions)