



Court Leadership and Asking Questions

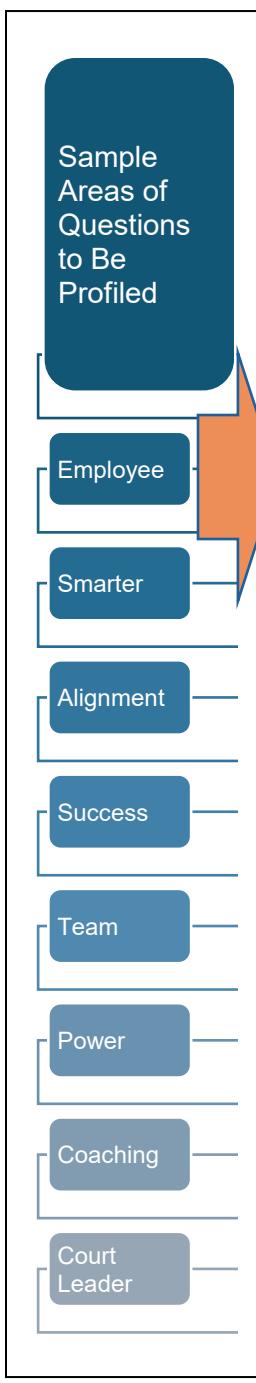


Why ask questions?

Questions allow access to more information and lead to details on the “why.” Questions promote communication, facilitate uncomfortable situations, may de-escalate disagreements, provide clarification and greater understanding, and often stimulate thinking. Questions aid in assessing the challenge, increase perspectives and understanding, support critical thinking, and stimulate creativity. Questions give leaders a tool for inquiry and learning.

In this issue, **questions are provided for use with employees or co-workers**. While immediate action may not always be feasible, responses may open a dialogue, capture a view of how the organization is perceived, and lead to organizational improvements.

With all questions noted, it is vital to be present, listen, and reflect on information obtained.



Question Categories	Tips on Use
Forced Choice/Ranked Questions for Structured Feedback <ul style="list-style-type: none">The court is respectedI understand how my job contributes to the overall missionCommunication in my division is goodI am proud to work at the courtI enjoy coming to workI feel my job is importantI feel valued based upon my skills and contributionsI know what is expectedI have the materials and equipment I need to do my workI can express opinions and they are consideredSomeone at work has talked to me about my progressI get the training I need to do my job wellI have opportunities to learn and grow	<ul style="list-style-type: none">Provided via employee surveysStructured method employedBest with a process to tally and share resultsUsed to understand employee views of the environmentUseful for development of employee training and engagement practices
General Open-Ended Questions <ul style="list-style-type: none">What should I (as the leader) do more of?What should I (as the leader) do less of?What should I (as the leader) do differently?What is the #1 thing I need to deal with or address?Which areas should I focus on?	<ul style="list-style-type: none">Provides leader developmentUseful for open commentsHelps with problem solvingInvites follow up discussionsCuriosity and reflection vital
Specific Feedback Questions for Leaders <ul style="list-style-type: none">Tell me about you – what do I need to know?What is your work style?What do I need to understand?What is your biggest frustration?What do you need to help you succeed?What would you change in the organization?Are there sensitive areas that I need to be aware of?	<ul style="list-style-type: none">Useful for new leadersNew appointees may try theseListening to feedback critical

Evaluate: Could these questions be useful for organizational improvement? Would these questions help with leadership skill enhancement? Can these questions become part of your leadership style?

Resources: National Center for State Courts (NCSC) CourTools Measure 9; J. Cornell, “The Organizational Immigrant,” NACM Court Manager, Vol.17, No. 1, 2002; Workplace Satisfaction Survey adapted from CourTools Measure 9 (author’s own).