

The New IQ

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The New IQ

- “The leader of the past could tell, the leader of the future will need to know how to ask” Peter Drucker

Innovative Questions:

- Their purpose is to create a safe space in order to stimulate positive dialogue that necessitates a thought out response.

Innovative questions:

- **Easy to learn and how to use with minimal preparation**
- **Helps people get past a preprogrammed response**
- **Strives to get the best possible results for all involved**

Clarity is Power

- **Talk is automatic, effective communication needs skills**
- **These skills can be taught, learned, mastered and used effectively.**

Six questions of clarity:

- **What is the ideal final result**
- **How is success define & measured**
- **Milestones along the way**
- **Who was accountable for what**
- **Rewards and Consequences**
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Four outcome of communication

- **Topic goal:**
- **Identity goal**
- **Relationship goal**
- **Process goal**

Skills Needed

- Empathy:
- Perspective taking
- Feelings create “Triggers”
- Timing
- Power
- Four messages of communication