

# DOROTHY LEEDS

*Author of  
The 7 Powers of Questions  
and Power Speech*

**"Revolutionary...  
invaluable  
insights."**

**—Robert L. Shook,  
author of *Handball***

# SMART QUESTIONS

*The Essential  
Strategy for  
Successful  
Managers*

# Smart Questions The Essential Strategy For Successful Managers

**Dorothy Leeds**



## **Smart Questions The Essential Strategy For Successful Managers:**

**Smart Questions** Dorothy Leeds,2000      **Smart Questions** Dorothy Leeds,1988 A top management consultant Leeds shows how to turn ordinary conversational skills into impressive business tools Includes tips on how to ask the right person the right question at the right time reduce mistakes gain control over volatile situations and more      *The 7 Powers of Questions* Dorothy Leeds,2000-09-01 Questions demand answers stimulate thinking give us valuable information put us in control get people to open up lead to quality listening get people to sell themselves They re an essential tool of the seeker and the problem solver and in our personal and professional lives they can make the difference between getting what we want and going without Questions have power and by harnessing that power we can change our world This unique book reveals the seven powers of questions and shows how to use them most effectively Learn how questions can improve relationships help determine what people really want uncover opportunities persuade others and get more out of every business or personal encounter      **The Manager's Guide to Coaching for Change** John L. Bennett,2024-09-03 Winner in the Leadership Mentoring Coaching category of the Goody Business Book Awards 2024 We live and work in a world of change Helping individuals and teams prepare for respond to and learn from change are critical for thriving Managers and leaders at all levels play a vital role in developing talent increasing performance and supporting transitions and transformations This book is about effectively coaching others in your role as a manager coach A manager coach is a person who uses coaching related knowledge approaches and skills to coach team members in the organization who report to them or who have sought their coaching In 16 chapters leaders at all levels human resource professionals and graduate students will find research based practical approaches to developing talent improving performance and supporting transformation Topics include the change coaching process theoretical foundations of coaching use of self in managerial coaching six coaching skills how to coach across differences specialty coaching peer team and executive ethical considerations for coaching and continuous development for manager coaches Provides models frameworks and tools that can be used to coach team members      **Leading with Questions** Michael J. Marquardt,2011-01-06 In Leading with Questions internationally acclaimed management consultant Michael Marquardt shows how you can learn to ask the powerful questions that will generate short term results and long term learning and success Throughout the book he demonstrates how effective leaders use questions to encourage participation and teamwork foster outside the box thinking empower others build relationships with customers solve problems and much more Based on interviews with twenty two successful leaders who lead with questions this important book reveals how to determine which questions will lead to solutions in today s complicated business world      **The Chameleon Consultant** Andrew Holmes,2018-02-05 This title was first published in 2002 How do you add value to your clients Is it the process you use or the technical skills you deploy Or perhaps it s your ability to adjust the way you sell and deliver your services based upon your tacit understanding of your client s culture the way we do things

round here Such chameleon like behaviour is fundamental to successful consulting and yet it is neither widely understood nor practised within the profession Until now This book describes a powerful way to improve the consultancy process from selling the service to delivering the engagement through a concept called cultural intelligence the missing dimension of effective consultancy By revisiting the consultancy process using a simple model of organizational culture this text creates a potent technique for tailoring the principal consultancy processes of selling relationship management account management and engagement management Such tailoring that ensures the consultant and consultancy firm can blend into their clients organizations more effectively and as a result add immediate and lasting value

**The Essential Academic Dean or Provost** Jeffrey L. Buller, 2015-10-05 The go to reference for academic leaders seeking practical answers to everyday challenges The Essential Academic Dean or Provost explains the how of academic leadership providing a practical comprehensive reality based reference for almost any problem challenge or opportunity This updated second edition includes new chapters on the difference between leadership and management in higher education leadership in politically charged environments effective strategies for making decisions and working with associate deans or provosts plus new case studies new research and ten additional chapters available on the companion website Each topic deals concisely with the most important information deans and provosts need when faced with a particular situation providing both a comprehensive guide to academic leadership as well as a ready reference to be consulted as needed The role of a dean or provost at a modern university is extremely complex involving budgeting community relations personnel decisions management of a large enterprise fundraising and guiding a school college or entire institution toward a compelling vision of the future The details academic leaders have to deal with are numerous and critical and every little thing matters This invaluable guide provides the answers you need when you need them and gives you framework for successfully navigating your job s many competing demands Build support for a shared vision of the future Interact effectively with different internal and external constituencies Learn decision making techniques specific to the academic environment Set supervise and implement a budget that allows your programs to flourish Academic leaders need a handy focused reference that provides authoritative answers to the many issues and questions that arise every day With proven solutions to a multitude of challenges The Essential Academic Dean or Provost shows academic leaders what they need to know in order to successfully guide their institutions into the future

Smart Questions Dorothy Leeds, 2000-11-01 Whether you manage one person or hundreds asking the right question at the right time is one of the most valuable skills you can have It s what distinguishes a good manager from a great one This definitive guide shows you how to ask for the most from your staff and get it Enhance people productivity through motivation Turn your question into positive action Ask the right question of the right person at the right time Conduct a hiring interview the Smart Questions way Reduce mistakes and overcome objections Solve problems and gain control over volatile situations Dorothy Leads has contributed enormously to the practice of good management This is a book you should read Nancy Austin

coauthor of *A Passion for Excellence* **Power Speak** Dorothy Leeds, 2025-09-12 What is the secret to being a captivating and credible speaker Never be boring If you are boring people will not listen The central message and focus of *PowerSpeak* is the importance of engaging stimulating and maintaining an audience's attention This book focuses on the elements of speaking effectively from a design and a delivery perspective Dorothy Leeds isolates these essential elements to assure that any speaker can gain and keep the audience's attention She focuses on the trouble spots of any presentation and the six major faults speakers make This book also includes tips on the following Breaking the fear barrier Ten steps that guarantee a complete presentation How to avoid weak passive language and make humor your ally Voice and speech exercises How to handle the Q A portion of a presentation How to develop your own style and project positive body language How to incorporate or not incorporate new technology into presentations

**The Executive and the Elephant** Richard L. Daft, 2010-07-06 Lessons for leaders on resolving the ongoing struggle between instinct and the creative mind Kings heads of government and corporate executives lead thousands of people and manage endless resources but may not have mastery over themselves Often leaders know that right action is important but have little if any understanding of what prevents them from acting in accordance with their intentions In this important book leadership expert Richard Daft portrays this dilemma as a struggle between instinct elephant and intention the executive using the most current research on the intentional vs the habitual mind to explain how this phenomenon occurs Based on current research and real life examples Offers leaders a method for directing themselves more productively Written by an expert in leadership organizational performance and change management Through real life examples and recent studies in psychology management and Eastern spirituality Daft provides guidance to all of us who struggle finding our own balance and cultivating the behavior of others

**The Power of Mentoring** Martin Sanders, 2009-05-15 The Power of Mentoring is a groundbreaking guide for mentoring the next generation of Christian leaders With its variety of practical insightful mentoring models ThePower of Mentoring provides motivation for mentoring involvement new approaches and skill building exercises and implementation strategies This ideal resource includes key thoughts questions for reflection action plans a Life Plan for self evaluation accountability questions and additional suggested resources

**The Essential Department Chair** Jeffrey L. Buller, 2012-01-24 THE ESSENTIAL DEPARTMENT CHAIR This second edition of the informative and influential The Essential Department Chair offers academic chairs and department heads the information they need to excel in their roles This book is about the how of academic administration for instance how do you cultivate a potential donor for much needed departmental resources How do you persuade your department members to work together more harmoniously How do you keep the people who report to you motivated and capable of seeing the big picture Thoroughly revised updated and expanded this classic resource covers a broad spectrum of timely topics and is now truly more than a guide it's a much needed desk reference that tells you everything you need to know to be a department chair The Essential Department Chair contains information on topics such

as essentials of creating a strategic plan developing and overseeing a budget key elements of fundraising preparing for the role of chair meeting the challenges of mentoring to increase productivity and creating a more collegial atmosphere The book also explores the chair's role in the search process shows how to conduct a successful interview and what to do when it's time to let someone go And the author includes suggestions for the best practices to adopt when doing an evaluation or assessment The Essential Department Chair Second Edition contains a wealth of new realistic case studies to equip leaders in this pivotal position to excel in departmental and institutional life *Executive Coaching* Lewis R. Stern, 2009-04-06

Understand all the aspects of becoming an executive coach from acquiring training to marketing your practice with *Executive Coaching Building and Managing Your Professional Practice* Hands on information on topics like acquiring the right training and making the transition from other fields is written in an accessible manner by a successful and experienced coach Whether you're a novice or an established coach looking to expand your practice you will benefit from the step by step plan for setting up and operating a lucrative executive coaching practice **Coaching for Change** John L. Bennett, Mary Wayne Bush, 2013-10-08 Current research indicates that approximately 70% of all organizational change initiatives fail This includes mergers and acquisitions introductions of new technologies and changes in business processes Leadership is critical in initiating driving and sustaining change to produce business results and executive coaching is the best way to support leaders at all levels *Coaching for Change* introduces a model for executive coaching that provides the tools and resources to support leaders in driving organization change In this book a number of coaching and change models are explored with the goal of integrating them into a framework that can be applied to the individual team or organization Bennett and Bush explain the theories behind both coaching and change and include practical sections on developing coaching skills A companion website supports this book as a learning tool featuring a curriculum instructor guides powerpoint presentations and more *Coaching for Change* is a valuable book for students in coaching change management or organizational development courses as well as professionals who want to develop their skills to drive successful change within their organizations **Listen Up or Lose Out** Robert Bolton, Dorothy Grover Bolton, 2018-02-22

Learning how to actively listen and absorb what a person is saying thinking and feeling can set the stage for dramatically improved relationships and increased personal success Most people retain only a fraction of what they hear resulting in miscommunications and lost opportunities In *Listen Up or Lose Out* communications expert Robert Bolton highlights the underestimated and underutilized tool of active listening and explains how it can be used to gather perspectives bridge differences and resolve problems Bolton teaches you key communication skills by breaking down listening into a set of learnable skills such as avoiding the urge to criticize question or advise focusing on the speaker's point of view asking the right questions in the right order and learning how to read people's feelings and reflect them back *Listen Up or Lose Out* explains how one can become a skilled listener who experiences fewer conflicts makes better decisions and discovers opportunities that others might miss

**Whether personally or in business could you benefit from better communication Give listening a try      Quality and Performance Improvement in Healthcare**

Patricia Shaw,2003      The Essential Manager James W. Cortada,2014-12-03

This book discusses the evolution of management as a profession over the past two decades and how it continues to evolve It goes on to describe the new style of management and makes recommendations for what today s and tomorrow s managers must know and how to work Offers ways to think about your role as a manager in order to optimize your effectiveness toward uncertain and turbulent changes Discusses current realities in which management currently operates Provides a historical background of managerial practices and how they ve evolved in the present workplace      Business-driven Information Technology David R. Laube,Raymond F. Zammuto,2003 That every manager needs to know in order to use information technology effectively Business professionals will value the book because it covers a range of important areas that few know completely University students will find the book a valuable source of necessary information for technology and management courses Rarely is so much diverse expertise brought together and focused in a single book Book jacket      Hardball Selling Robert L Shook,2003-12-01 Straightforward strategies for those who want to take control of the sale and join the winning top 5 percent of the sales force Get your foot in the door Control the sale without manipulation Create a sense of urgency Let the buyer participate Learn the crucial subtleties of an aggressive approach Target the biggest sales Sell abroad And much more For many companies 20 percent of their sales force generates 80 percent of their sales volume In this hands on guide Robert L Shook a master salesman teaches the high pressure strategies that mean the difference between a super seller and a salesperson The methods spelled out in this book describe what it takes to be in the elite 5 percent In Hardball Selling Shook inspires all salespeople to dare to be different and master hard selling without browbeating or offending customers Shook spent 17 years in the trenches perfecting his successful strategies Using the four basic principles of hardball selling he guides you through all the steps from getting past the gatekeeper to the single minded tactics necessary to close a sale Shook s Hardball Selling is provocative and controversial and filled with wonderful selling tips I highly recommend it to every salesperson Martin D Shafiroff the world s No 1 stockbroker      Ask Right Question A A A Chad Holliday DuPont Center for Creative Leadership know how Walter McFarland American Society for Training and Development Choosing Change Marilee Adams Change Your Questions Change Your Life B Martin B Kormanik O D Systems Debra Gmelin Humana Inc Mary Tomasello PGI Ron Sheffield Organizational Sciences and Culture Inc

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