







# There are Better Questions than **Why?**

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When working with people avoid asking the question **“Why did you do it?”**

Asking “why?” will invite defensiveness or retaliation from the other person. You will usually receive an answer like, “I don’t know” or “because ...” or you will be given an excuse or justification.

You are asking for information, however the other person usually perceives the question as a criticism. To maintain a positive environment and develop trust, as well as to obtain clarification of a behaviour from the other person, try some of these reflective questions instead:

-  *“When you did that what were you hoping to achieve?”*
-  *“When that occurred what outcome were you after?”*
-  *“When you did that what was your intent?”*
-  *“What outcome were you after?”*

Judy Hatswell