



Use these empathy-driving questions to unlock open conversation - these are not intended to be part of an interrogation!. Sprinkle one or two into conversation when you want to understand more about your employee and lead by example by sharing your own story. Remember to have empathy for those who don't want to share - this only works if there's an established level of psychological safety.

- What's an achievement you're deeply proud of?
- What's something you've changed your mind about in the past few years?
- What do you remember most about the best leader you've ever worked with?
- What's the one thing you wish people understood better about you?
- What was the last thing you laughed really hard at?
- When your mind has time to wander, where does it go?
- How do you feel most appreciated?
- What's your favorite smell?
- What memories comfort you when you're feeling nostalgic?
- What's your story?
- What's the most recent skill you learned? Or had to learn?
- What was the most powerful piece of feedback you've ever received, who was it from and what were the circumstances?
- If you had a time machine where would you go?
- What's the best thing that's ever happened to you?
- Has there ever been a question you wanted to ask but didn't?
- What's your favorite word?
- If you could make one law, what would it be?
- If you sing, what's your Karaoke go-to song, and what's the story behind your choice?