

The most useful question a leader can ask is *why?*

Some elements of a person can be observed from the outside — words, actions, habits, performance. They are visible, measurable, and easy to judge. They also only ever reveal the surface of who somebody is.

“ *It's hard to hate a person whose story you know.*

JASON JEDAMSKI, OWNER, IGNITE2UNITE

To uncover the rest you have to dig past the surface, and you can do that by asking one simple question: why?

Curiosity, not assumption.

Don't be quick to judge someone's performance solely on their results. Be curious enough to work out why their performance is the way it is.

Don't place assumptions on someone's words and actions either. Find the intention behind them by asking why a person said or did something.

This mindset lets you see what someone's identity and values actually are, and what the driving force is behind their visible behavior.

When identity and values stay hidden, **it becomes very easy to assume the worst about people.**

