

# EMPOWERING VS. ENABLING

## The art of asking the right questions, at the right time, using Humble Inquiry

**Instructor:** Erin Smital, RN, Nursing Professional Development Educator, RWHC

**Target Audience:** Healthcare managers, leaders and supervisors, both experienced and new in their role

### **Program Description:**

In a world that can value task performance over relationship building, it is vital to slow down and invest in the staff that we work with on a daily basis. How you approach inquiry affects your relationships, your ability to get work completed, and ultimately your success as a leader. By asking the right questions, at the right time, you can empower your staff to make appropriate choices independently while building trust and allowing your employees to feel valued and respected.

### **Participants will learn to:**

- Identify and explain the core principles of Humble Inquiry
- Recognize the value of vulnerability and why it is important in relationship building
- Establish trust with those they work with
- Identify ways to improve active listening
- Describe the difference between behaviors and judgments
- Explain the use of open ended questions and reflective listening

### **Consider taking this workshop if the following are mostly true for you:**

- As a manager you feel that your employees “dump” their problems on you
- You don’t feel like your leadership is really making a difference
- You crave true connections with those you work with and/or supervise
- Flat out tired of telling your staff exactly what to do, and when

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