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Kanban Edge 2025

**Training your
attention, one
Clean Question
at a time.**



Clean Questions – a simple tool that supports you to meet your clients where they are.

These questions help you to train their attention on to:

- What's happening
- What they would like to have happen
- What they can do next



Clean Questions

Where /
whereabouts ... ?

location

What kind of
... is that?

attributes

Is there anything
else about ... ?

That's ... like what?

metaphor

Clean Questions foster the qualities of:



Safety



Belonging



Freedom

Safety

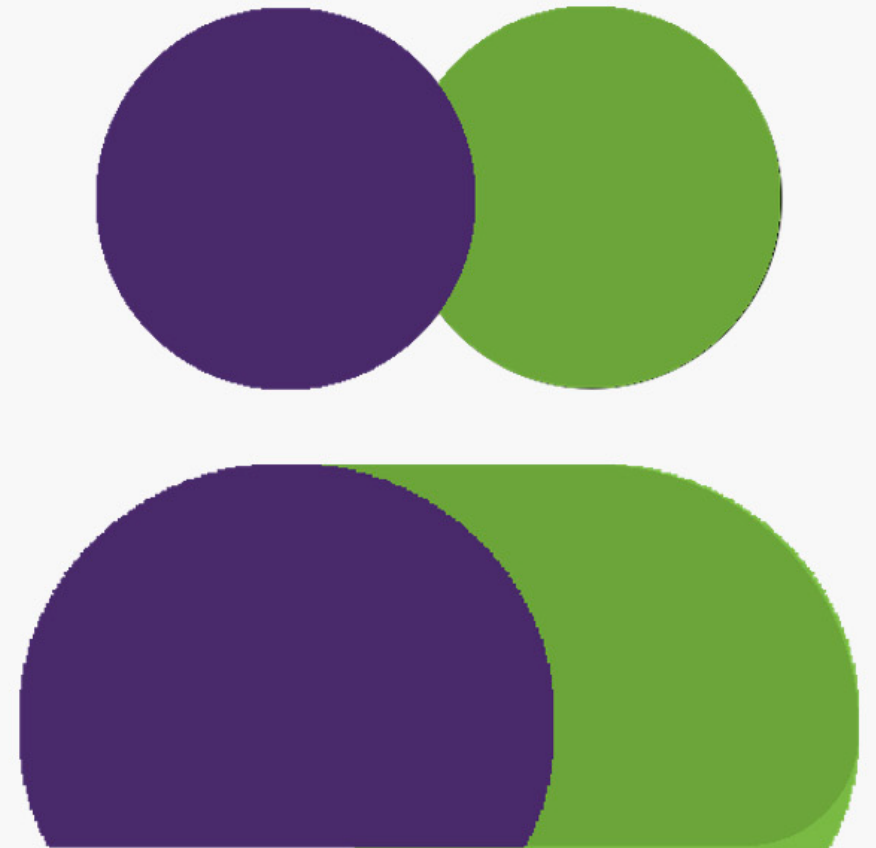
Clean Language questions
protect the *other person* from
your contempt, prejudice and
fragility.

And they protect *you* from
believing everything you think.



Belonging

Paying high quality attention to the words the other person says, accepting them and their experience says, 'You matter to me.'



Freedom

The other person can answer in a way that suits their system – not yours – which creates freedom for them to be themselves.



As you're listening to answers, you can code the kind of information that's coming back to you.

Are they telling me about a:

Resource

Desired Outcome

Problem

Undesired Outcome

This helps you to decide what kind of question to ask next.

Resource –
something they've
got and want to
keep

Desired Outcome –
something they
haven't got that
they'd like

Problem –
something they've
got that they don't
want

Undesired Outcome
– something they
haven't got and
don't want



TrainingAttention
systems thinking in practice

I love the Kanban community, they're an asset in my life and work

I want to get inspired. I'd like to find new projects for 2025/2026

I've been feeling isolated and a bit worried about the future

I wouldn't want to come away regretting not speaking to someone

By accepting and extending whatever is being shared with you, you can then follow up with a clean-ish question to find out more.

- What's happening?
- What are you seeing or hearing that lets you know ...?
- What's important to you?
- What would you like to have happen?
- What resources do you already have that may be useful?

Clean Coaching Tool: Clean Set-up – setting expectations

A) For this Kanban Edge to go just as you'd like,
it will be like what?

In pairs or threes, ask this questions and whatever they answer ask a couple of clean and clean-ish questions to expand their answer.

What kind of

Is there anything else about

Where is

What would we see or hear when there is



Clean Coaching Tool: Clean Set-up – setting expectations

B) For this Kanban Edge to go like that, **you'd like to be like what?**

In pairs or threes, ask this questions and whatever they answer ask one of these clean and clean-ish questions to expand their answer.

What kind of

Is there anything else about

Where is

What would we see or hear when there is



Clean Coaching Tool: Clean Set-up – setting expectations

C) For you to be just as you'd like, and, for Kanban Edge to go as you'd like, **what support or resources would you like?**

What kind of

Is there anything else about

Where is

What would we see or hear when there is



Clean Set-up for Kanban Edge

A) For this Kanban Edge to go just as you'd like, it will be like what?

B) For Kanban Edge to go like that, you'd like to be like what?

C) For you to be just as you'd like, and Kanban Edge to go as you'd like, what support or resources would you like?

Clean-ish questions to accept and extend what's being said

- What kind of?
- Is there anything else about?
- Where is?
- What would we see or hear when there is?

Kanban and Clean

When there is

- Agency
- Agility
- Emergent Knowledge

What would you like to have happen next?



Enjoy Kanban Edge 2025 and if you have further questions, you can:

- Find me during the conference
- Email: caitlin@trainingattention.co.uk
- Find me on LinkedIn
- Come and see John Barratt and me at our coding session later today

