











"Might" lets you defer judgment
helps people to create options freely
opens up more possibilities



POV: We met Janice, a harried mother of 3, rushing through the airport only to wait hours at the gate. We were surprised at the many games she makes up to to entertain her children so they don't irritate frustrated fellow passengers. It would be game changing to bring the other passengers and the airport facilities into helping families have a better travel experience.

Break POV Into pieces

HMW entertain kids? HMW slow a mom down?

Amp up the good/Remove the bad

HMW separate kids from fellow passengers?

Explore the opposite

HMW make the wait the most exciting part of the trip?

Question an assumption

HMW entirely remove the wait time at the airport?

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Go after adjectives

HMW we make the rush refreshing instead of harrying?

Identify unexpected resources

HMW leverage free time of fellow passengers to share the load?

Create an analogy from need or context

HMW make the airport like a spa?

Change a status quo

HMW make playful, loud kids less annoying?

Anatomy of a Strong HMW Question

• Who

• What

• When

• Where

• Why

• Best to have at least 3 W's in a good HMW question





















