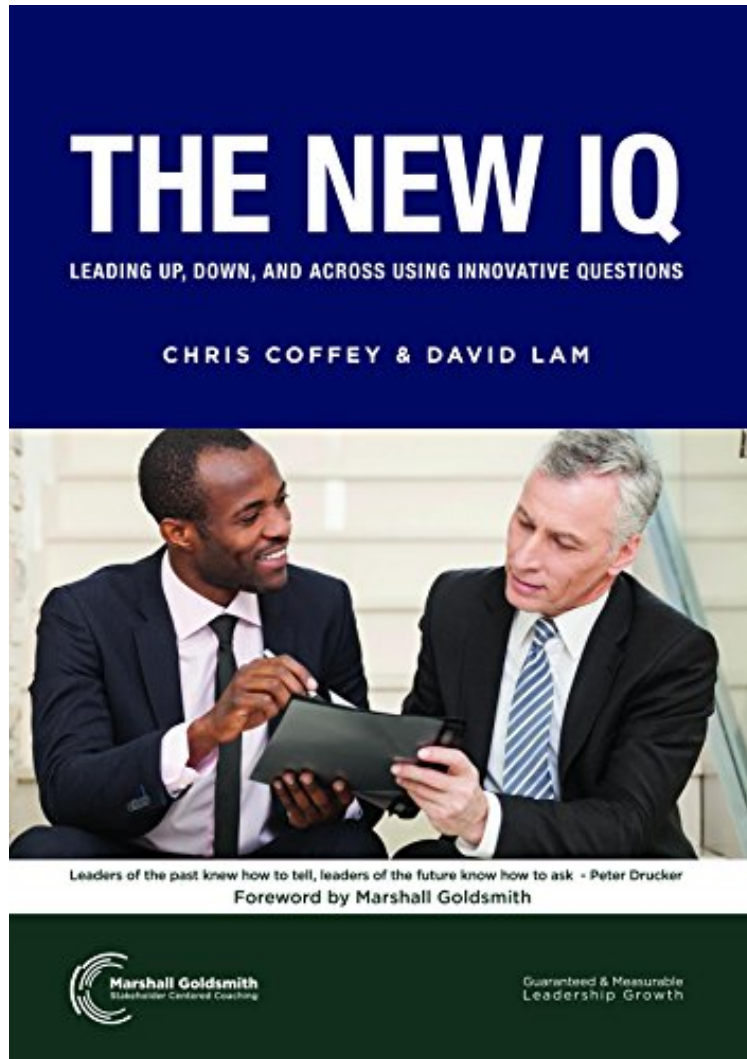


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# The New IQ: Leading Up, Down, and Across Using Innovative Questions

*Chris Coffey, David Lam*

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This insightful new book provides relevant and immediately usable techniques that let you turn confrontational situations into truly productive outcomes! Written by noted executive coach to the Fortune 100, Chris Coffey, and Los Angeles Business Journal Nonprofit CIO of the Year, David Lam, this book details how to literally change your

life by asking the questions detailed in the book. The authors share the foundational elements of Innovative Questions, the process of asking effective questions and making useful statements to turn around your conversations. The authors provide easy-to-use examples of how to radically change your interactions with others for the better. In the book is a fable that provides a powerful illustration of the process at work. Furthermore, as the study of a CIO client of an executive coach, this is not just another self-help management book, it is a true life recollection of what can happen when someone teaches you how to get remarkably better.