Questioning Skills

SLO #7 communicate effectively
Tips for Answering Questions

- Repeat or answer in complete sentence
- Direct remarks to entire audience
- Listen to question; okay ask for clarification
- 10-40 second answers
- Control hecklers (agree with part and move on)
- Okay to say, “I don’t know, but I will get back to you”
- Six second pause before moving on
- Provide positive reinforcement
Tips for Asking Questions

• Clear and straightforward
• Do not be a heckler
• Make point, stop talking
Traits of Strategic Questions

• Creates motion
• Creates options
• Digs deeper
• Avoids why
• Avoid “yes” and “no” answers
• Empowers
Powerful Questions

• How important is this?
• What have you tried so far?
• How can we move?
• What needs to be changed?
Open-ended Questions

• Try to prevent “yes” / “no” answers
• How comfortable are you with this plan?
• How could I modify this proposal to meet more of your requirements?
Power of the Question

The question you ask is directly related to the answer you receive.
Creative Questions

• Avoiding “why”
• “Why are you always messing things up?”
• “How could we work together to solve this problem?”
Are there stupid questions?

• Yes.
• Research (due diligence)
  – Interviewee says, “so what does your company do?”
• Asked, answered, and asked again
• Appropriate for environment / audience
  – Large group, small group, one-on-one
• Attention seeking or knowledge seeking
• Whiny questions: laziness / lack of critical thinking / complaining / not wanting to do it (but why) / to initiate an argument / to frustrate and get someone else to do it