

Why questions?

- Questions start dialogue
- Questioning is 1 of 5 modes of communication to build genuine dialogue
- Questions show interest and engage other people individually or in group settings (draws people in)
- Questions make us think - we are programed to immediately look for answers



Open Questions:

- Open questions start with how, who, what, why, where
- Avoid: did, can, have - these give yes / no replies
- Avoid telling! When conversations start with direct telling, the other person is less likely to share their ideas, expertise, opinions etc.
- Be aware of what people are not saying – look for non-verbal clues and ask for their thoughts
- Listen for the complete message, reserve judgement, reflect and clarify - listening to understand the answers you hear!

Examples of Powerful Questions:

Why is this important to you?

What is your thinking on this matter?

What do you want the outcome to be?

How will you make it happen?

What is possible?

Where is the real issue?

What else are you thinking?

What matters most to you?

What input do you want from me?

How could you have done better?

What would make this better / make it work?

What have you learnt from this?

What would you do in their shoes?

If you could change one thing, what and why?

Must Knows

- Questions start dialogue, engage others and build rapport
- Managers must leverage questions to ensure their teams speak up, share expertise and new ideas

Must Do Actions

- Choose to ask questions, and listen to understand,
- Be curious
- Seek collaborations
- Be open, value new ideas
- Incorporate others' perspectives

Impacts

- Gaining new insights and diverse perspectives
- Raised understanding
- Better decision making
- Team effectiveness
- Innovation, creativity
- Motivation

“The single biggest problem in communication is the illusion that it has taken place”

George Bernard Shaw