

## Questioning Skills

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### Description of Course

This course teaches delegates how to ask better questions. It provides a range of question types for different purposes together with examples for each type and helps participants to be more focused in their questioning to ensure they achieve their objective. A variety of training exercises are also included which help delegates to learn questioning by working together in powerful, yet entertaining activities.

### Course Objectives

By the end of this course delegates will be able to:

- Explain why effective questioning is important
- Question effectively using the funnel technique
- Make preparations for questions that focus on the objective they are trying to achieve
- Use appropriate questions and techniques to encourage the speaker to supply the information they need
- Ask empathic questions to help establish rapport and encourage others to talk more
- Inspire and motivate others by asking well-formulated questions

### Duration of Course

Half day

# Course Outline

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**Don't ask/Not interested** – Two short activities where participants experience what it is like when they speak and receive no feedback. This emphasises the importance of questioning during communications.

**Types of Information** – A brief explanation of the three main types of information that may be uncovered during questioning.

**The Funnel Technique** – A simple and logical questioning technique that can be applied to most situations.

**Refining the Funnel** – Ways of making our use of the question funnel even more effective. We also consider whether open questions are always necessary to encourage open answers.

**Preparing to Question** - Participants think about the preparation they should make before questioning someone. They are also given the opportunity to practice this.

**Preliminaries** – How we can prepare the other person so that they are encouraged to answer our questions.

**Lubricating the Question** - Considering how we can encourage the person answering to give as much information as possible. We also briefly consider how we can control situations where the other person is talking much more than we need.