Communicate with Impact

ENGLISH & BUSINESS COMMUNICATION

What is the Importance of questioning in communication ?

The Art & Science of Asking Questions

- Asking Questions = Method(Science) + Skill (Art)
- What is the difference between asking and questioning ?
- What makes a question “good” ?

- Asking =To seek Information ,Permission or help . Tone is neutral ,polite or curious.
- Questioning = To express doubt ,Challenge, analyze something or seek clarification.

The Art & Science of Asking Questions

- Frame questions that encourage thinking , learning & meaningful dialogue

Why questioning matters ?

- Improves understanding & communication
- Builds Rapport & trust
- Encourages learning & participation
- Leads to better problem –solving and decision making

The Art & Science of Asking Questions

Questions : Functions

- Gather Information
- Get clarification
- Seek opinion
- Build rapport
- Show interest
- Start conversation
- Bring focus
- Deviate
- Intrude privacy
- Put someone down
- Embarrass someone
- Interrogate
- Challenge Authority

The Art & Science of Asking Questions

Question Types (Focus is on the structure , purpose & clarity of questions)

1. Close ended questions

- Elicit yes/No answer
- Elicit one word answer
- Rhetoric questions (Making a point without expecting an answer)

E.g. Do you think money grows on trees?

2. Open ended questions

- Elicit descriptive answer
- Usually formed using "why", "how" ,"tell me about"

E.g. *Why do you think this solution works the best ?*

How did you handle the situation ?

The Art & Science of Asking Questions

3. Leading Questions

- The answer is suggested in the question
- Elicit desired response
- Influence thought process

E.g. *Don't you think this approach is better ?(may limit honest response)*

4. Hypothetical questions

- Explore possibilities

E.g. *what if AI overtakes humankind ?*

5. Reflective Questions

- Introspection (self awareness)

E.g. *What did you learn from that experience ?*

6. Probing/ Analytical/Solution focused Questions

E.g. *What made you think that way?*

What can we do better next time ?

The Art & Science of Asking Questions

The Art (Skill)

- Use the right tone : Friendly ,curious ,non Judgmental
- Timing matters
- Body language matters
- Create psychological safety: People answer better when they feel respected and not judged
- Be an active listener: Show interest in the answer . Use nods ,Paraphrasing or follow-up questions
- Be genuinely curious ,not critical
- Ask one question at a time : Keep it simple, clear and focused

E.g. Poor : *Why did you fail to meet the deadline ?*

Better : *What challenges prevented you from meeting the deadline ?*

The Art & Science of Asking Questions

AVOID:

- Asking too many questions at once.
- Asking vague or unclear questions
- Interrupting before the answer is complete
- Asking with assumptions or bias

The Art & Science of Asking Questions

Scenario :The report was to be submitted to the client on Monday ,but it was delayed .

Frame :

Closed ended question

Open ended question

Probing/Analytical question

Reflective question

Solution focused question

Task

Scenario : Your team member has made an error in the client document and has submitted to the client, resulting in escalation . Now you are in discussion with your team member .

Make a 1-2 minute Manager –Team member interaction video , by applying the questioning methodology *(Please ensure the skills of empathetic & active listening is applied as well appropriate non verbal communication skills /Body language skills)*

Manager must use :

1. Open ended questions
2. Probing questions
3. Reflective questions
4. Solution focused questions