

Asking the Right Questions

Course Code:

Course Duration: 1 day

Have you ever come away from a conversation and felt like you really didn't get the information you need? It could have been a conversation with a client, a co-worker, a doctor, a service provider or your partner. Every day we rely more on technology to do our communicating; whether leaving quick voice mails, sending brief emails or texting. It's getting more challenging to have productive discussions and conversations when the need arises. We're all short on time, so how do we maximize the face-to-face (or voice-to-voice) time we do have? It's all about asking the right questions! Too often we are passive participants in conversations and therefore don't gain the full benefit of discussions.

Course Description: In this 1 day session, we'll highlight the challenges of today's communication trends and give you ways to elevate your conversations. The focus will be on how to encourage others to have real conversations, how to ask the right questions to gain the most from the conversation and how to effectively follow-up on conversations. Through a series of presentation, interactive exercises and role plays, participants will build their knowledge of questioning types and practice questioning techniques. Participants will receive a course manual.

Topics List:

- Communication barriers
- Benefits of questioning skills
- When conversations are necessary
- People styles
- Questioning types
- Planning for conversations
- Phone vs. face-face
- Conversation follow-up

Outline

1. Communication Barriers
 - a. Technology
 - b. Cultural
 - c. Social
 - d. Environmental
 - e. Personal
2. Benefits of Questioning Skills
 - a. Getting the right information
 - b. Building trusted relationships
 - c. Preventing miscommunications
3. When Conversations are Necessary

- a. Ways emails can impede communication
- b. Identify when emails aren't good enough
- c. Risks of not having a conversation
4. People Styles
 - a. Theory of People Styles
 - b. How different styles interact
 - c. Identifying People Styles to enhance conversations
5. Question Types
 - a. Closed
 - b. Open-ended
 - c. Leading or Loaded
 - d. Recall and Process
 - e. Funneling
6. Planning for Conversations
 - a. Inviting others to a conversation
 - b. Setting expectations
 - c. Using People Styles to plan your questions
 - d. Beginning the conversation effectively
7. Phone vs. Face-face
 - a. Cultural awareness
 - b. Global logistics
 - c. Reading body language
8. Conversation Follow-up
 - a. Documenting the conversation
 - b. Gaining consensus
 - c. Requesting follow-up conversations

Who Should Attend: Project managers, department leaders, business managers, functional managers, project team members, project team leads, contractors, supervisors, team members.