

# **Questioning Skills Training Course Description**

## **Questioning Strategies**

- What are the benefits of asking questions?
- What do we want when we ask questions?
- What strategies help you to get the most from your questions?
- What are positive and negative questions and what are the implications of asking each type?

## **Coaching Questions**

- What is the best way to ask questions from people you may wish to coach?
- What types of probing questions can you ask to better understand the other person's needs?
- How to empower people?
- What are bad coaching questions and how to avoid them?

## **Information Questions**

- What is the most effective way to get as much information as possible with the smallest number of questions?
- How can you systematically ask a series of questions to guide a conversation towards a topic of your choice?

## **Establishing Rapport**

- How to ask empathic questions?
- How to make the other person feel more comfortable and trusting?
- How to use a simple yet powerful questioning technique to encourage the other person talk and reveal more about themselves and their inner thoughts?

## **Motivational and Engaging Questions**

- How to ask questions to inspire others?
- How to ask questions to seek agreement?
- How to ask a series of questions while simultaneously giving information? What is the benefit of this approach?

## **Group Questions**

- How to ask questions from a group of people?
- What issues can you expect when asking questions from a group and how to address them?

## Manipulative Questions

- What are manipulative questions and why should you be aware of them?
- What are examples of such manipulative questions and how should you respond to them?
- How to answer a question with a question of your own?

## Selling Questions

- What questions are effective when you want to sell an idea, product or service to others?

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

- Use effective strategies when asking questions and **avoid methods that can be counterproductive**
- Ask **practical questions when coaching** others to help them and to strengthen your relationship with them
- Ask well-formulated questions to maximize **information transfer**
- Systematically **ask a series of questions** on a topic to find out more about it
- **Ask empathic questions** to help establish rapport and **encourage others to talk more**
- **Inspire and motivate** others by asking well-formulated questions
- **Ask effective questions from a group** of people to keep them engaged and increase their responsiveness
- Understand the nature of **leading questions**, appreciate their effect and provide an effective response to them when asked
- Systematically **ask questions to sell** your ideas, products and services more efficiently