



6 STEPS TO EFFECTIVE QUESTIONING

REFLECTIVE LISTENING

Practice reflective listening before asking your questions, then summarise or paraphrase to show you've understood. Frame your questions based on that comprehension.



PRECISION QUESTIONING

Be specific and precise in the question you ask. This helps you to elicit clear and detailed responses from the other person and builds clearer understanding and communication.

CONTEXTUAL CLARITY

Provide context before asking a question to help the other person understand the background as this makes it easier for them to provide relevant answers.

POSITIVE PRESUPPOSITIONS

Assume a positive outcome or attribute positive qualities to the situation to encourage constructive and solution focussed responses from the other person

GOAL-ORIENTED

Frame questions with the end goal in mind. Define the purpose of your inquiry to guide the conversation towards actionable outcomes.



OPEN-ENDED EXPLORATION

Encourage deeper discussions by using open-ended questions. Ask questions that invite detailed explanations, promoting thorough exploration of ideas and perspectives.

5 BEFORE & AFTER EXAMPLES

Check out these 'before' and 'after' questions. We have listed the techniques used in the second, reframed question.

Before: "Is the project going well?"

After: "What specific progress has been made on the project, are there any challenges we should look at?"

*Precision Questioning
Goal-Oriented Inquiry
Contextual Clarity*

Before: "Did you like the presentation?"

After: "What aspects of the presentation resonated most with you? Are there parts we could change for future presentations?"

*Precision Questioning
Goal-Oriented Inquiry
Positive Presuppositions
Open-Ended Exploration*

Before: "Are you satisfied with your role?"

After: "Can you share what aspects of your current role you find fulfilling, and any areas where you'd like to explore additional responsibilities?"

*Precision Questioning
Goal-Oriented Inquiry
Contextual Clarity
Open-Ended Exploration*

Before: "Did the meeting go okay?"

After: "What key outcomes or decisions emerged from the meeting? Is there anything we can do differently next time to enhance future discussions?"

*Precision Questioning
Goal-Oriented Inquiry
Contextual Clarity
Open-Ended Exploration*

Before: "Do you need more training?"

After: "To support your growth and development, what specific skills or knowledge areas do you feel you would benefit from having additional training in?"

*Precision Questioning
Goal-Oriented Inquiry
Contextual Clarity
Open-Ended Exploration*