



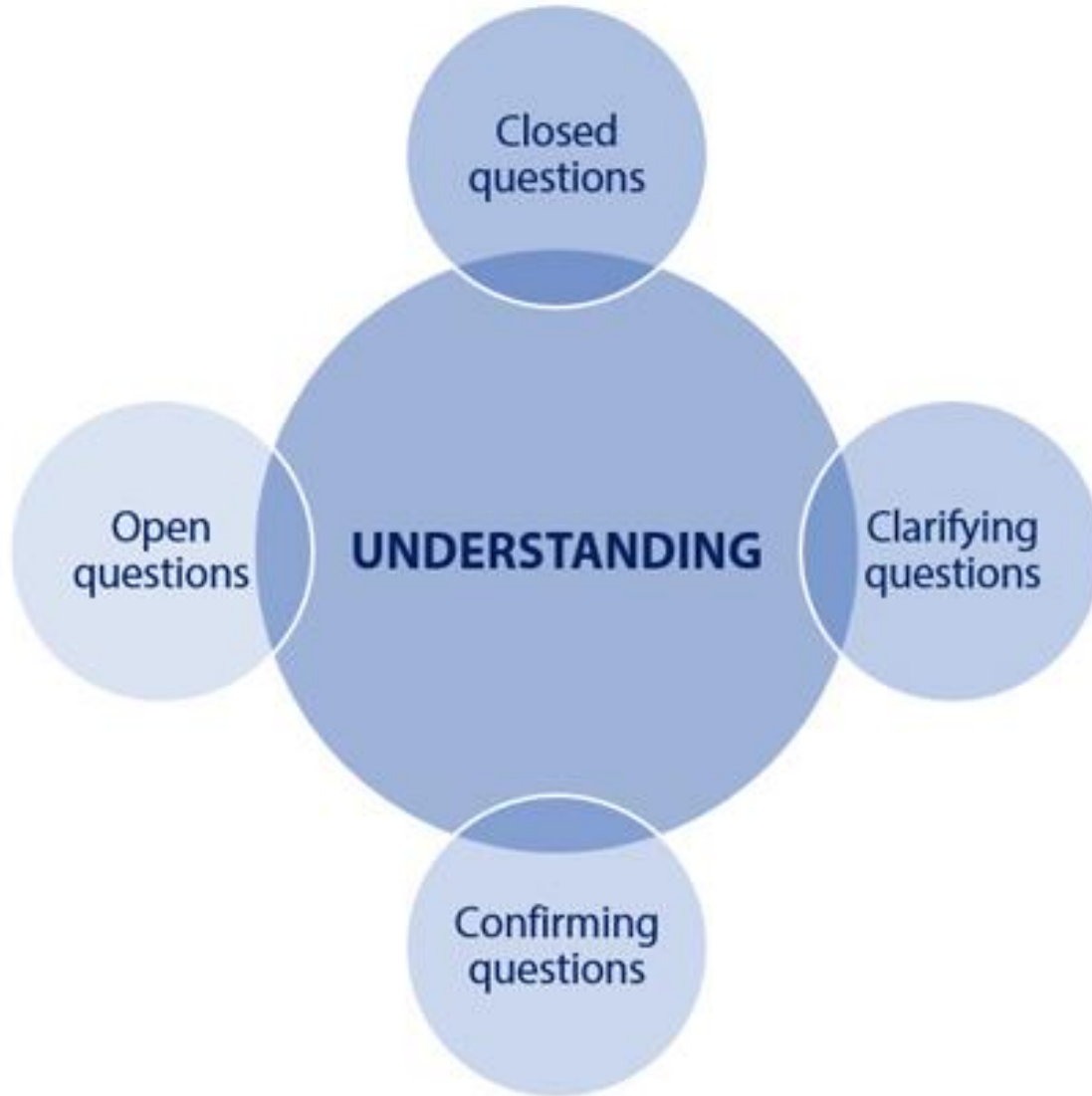
The Questioning Guru

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The Questioning Guru

- Question ?
- Types of Questions
- Powerful Questions
- Techniques
- Benefits
- Developing the skill

- **A sentence in an interrogative form, addressed to someone in order to get information in reply**
- **Powerful tool for a more effective communication**
- **A way to help us grow and develop**
- **Sustained by a natural behavior since childhood**



Type of question ?

- Open questions (does not imply an yes or no question)
- Closed questions (summary or testing your understanding)
- Funnel questions (from general to concrete)
- Probing questions (starting with an assumption)
- Leading questions (adding enough detail to lead the discussion)
- Rhetorical questions (more of a statement)
- Clarifying questions (clarify facts)

- **generates curiosity**
- **stimulates reflective conversation**
- **is thought-provoking**
- **invites creativity and new possibilities**
- **generates energy and forward movement**
- **creates an impact on both the speaker and the listener**
- **touches a deep meaning**
- **evokes more questions**

- Avoid using "why", "when" and "where" which limit the answer
- Try using "how" and "what" which enrich the answer and favor personal contribution to the answer

"Why are we not more... " vs "How can we be more ..."

- Enhance the scope of your question to the outer limits

"How can our team...." vs "How do all successful teams"

- Explore assumptions

"How can we deliver faster..." vs "What do our customer want"

- **Open it up**
- **Avoid using closed-ended questions**
- **Avoid questions that begin with "why"**
- **Do not apply leading technique unless you master it**
- **Ask clarifying questions when needed**
- **Soften your tone and your expectations**
- **Smarten it up**
- **Simplify it (75% of message in 25% of speech)**
- **Focus on essential elements**

- **Start Broad, Get Specific**
- **Build on Previous Responses**
- **Use Industry Jargon (When Appropriate)**
- **Keep Questions Simple**
- **Use a Logical Question Sequence**
- **Keep Questions Non-Threatening**
- **Explain the Relevance of Sensitive Questions**
- **Focus on Desired Benefits**
- **Maintain a Consultative Attitude**
- **Carefully Navigate Transitions**
- **Don't Ask "Yes" or "No" Questions**
- **When in Doubt, ask, "Why"**
- **Ask Who Else You Should Speak With**
- **Resist the Temptation to Pitch**

- **controls the conversation**
- **set the mood**
- **clarify your thoughts**
- **improves your knowledge**
- **help other to learn too**
- **enhances your communication skills**
- **build stronger relationships**
- **decision making**

THANK YOU!

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