

# The Art of Effective Questioning

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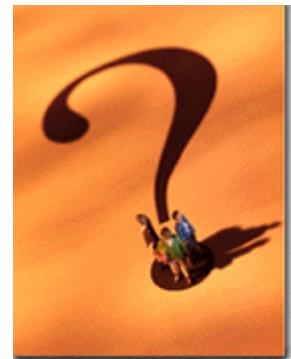
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How you ask questions is very important in establishing a basis for effective communication. Effective questions open the door to knowledge and understanding. The art of questioning lies in knowing which questions to ask when. Address your first question to yourself: if you could press a magic button and get every piece of information you want, what would you want to know? The answer will immediately help you compose the right questions.

Ask a specific question if you want to hear a specific answer. Open – as opposed to leading – questions are those that cannot be answered with a straight "yes" or "no". Use open questions to gain insight into the other person's character, and to invite the response. Below are 5 types of questions depending on the objective of your question:

1. Open: Question does not invite any particular answer, but opens up discussion or elicit a wide range of answers for creative problem solving.
2. Closed: Question is specific and must be answered with a yes or no, or with details as appropriate.
3. Fact-Finding: Question is aimed at getting information on a particular subject.
4. Follow-Up: Question is intended to get more information or to elicit an opinion.
5. Feedback: Question is aimed at finding the difference that makes the difference.



In addition, asking effective questions can help you to profit from experiences you can learn from, even if it may seem like a failure. What may seem to be a failure can actually lead to new opportunities. Below are some effective learning questions that can serve as a starting point for creating learning opportunities:

- What went well and why?
- What went less well and why?
- What would we do differently now?
- What would we do the same way?
- What went unexpectedly well and why?
- What went unexpectedly badly and why?
- Are there new assumptions/rules to be made?
- Why did we not foresee what happened?
- How can we improve learning in the future?



Here's to effectively communicating through well thought out questions.

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