

# Asking and Resolving Question?



Asking good questions is important to help others, to learn from them and understand a problem in order to come up with the right solution, or to understand why someone is behaving the way they do.

## Methods of Asking a Question

| Method            | Description/Tip   |
|-------------------|---|
| Humble Inquiry    | No judging or assumptions on what is right/correct  |
| Active Listening  | Listen to what the other person is saying<br>Talk as little as possible<br>Do not think about what you are going to ask next. This can be challenging as questions will arise as you are listening                        |
| Naïve Questioning | Ask questions as though you do not know anything about the topic<br>Demonstrates that you really want to understand what the person is talking about<br>Sometimes the most obvious question can be the most important one |

## Types of Questions

| Type of Question                        | Description   |
|---|---|
| Open-ended                              | Who, What, Why, When, How<br>Tell me about the relationship between finance and the department?     |
| Greater Response                        | A useful type of question<br>How does scheduling affect the process?                                |
| Redirection, Feedback and Clarification | Summarize the question<br>What I think I heard you say was.....?                                    |
| Close-ended                             | Avoid this type of question.<br>Does an HR Consultant's availability impact hiring?                 |
| Chain-of-Questions                      | What are the effects of waiting on approval?<br>How do the affects of waiting impact public safety? |
| Closing the Question                    | Ensure the question was answered<br>Ask "Is that the kind of information you were looking for?"     |

## Methods of Answering a Question

| Method                                   | Description  |
|--|--|
| Listen to the entire question            | Ensure you understand the question   |
| Answer the question                      | Be honest, concise and answer to the entire group<br>If you know the answer, then answer the question<br>If you do not know the answer, toss it out to the group<br>If you do not know the answer, research it |
| Focus on other person/people             | Change the 'I' to 'you' in your answer   |
| Repeat or rephrase the question          | For the group's consideration/to ensure understanding  |
| Use silence to your advantage            | Pause to give yourself time to think   |
| Credit the person who asked the question | "Glad you asked the question. It will open up discussion."   |
| Watch your body language                 | Maintain eye contact<br>Hold a neutral position  |