

# Questioning

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## Introduction

This document describes using questioning skills to gather and confirm information.

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## Why ask questions?

- Gather information
  - Confirm information
  - Test someone else's knowledge
  - To show interest
  - To build a relationship
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## Effective Questioners Understand

- The intent behind their questions
  - The assumptions they have made
  - The importance of choosing words carefully
  - Where they are likely to get the answers
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## Open Questions

Questions that invite unrestricted answers in phrases or sentences

### ***To gather or clarify new information***

Start with "What, Where, When, How, Who, Why..."

Listen for many different possible answers

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## Closed Questions

Questions that determine the possible answers by the way they are asked

### ***To check answers and show that you understand them***

Start with "Do, Have, Will, Can, Are, Is..."

Be ready for a long answer even though you expect a short one

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## Questioning to the Void

Re-asking a question to get the most specific answer

### ***To make concerns specific and easier to work on:***

- Re-ask the question based on the answer
  - Use "What else...?" questions
  - Re-ask the question in the same form
  - Look for the most complete answer
  - The "void" is when you stop making progress
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## Handling Answers

### ***After you ask a question:***

- Listen, Acknowledge, Confirm
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