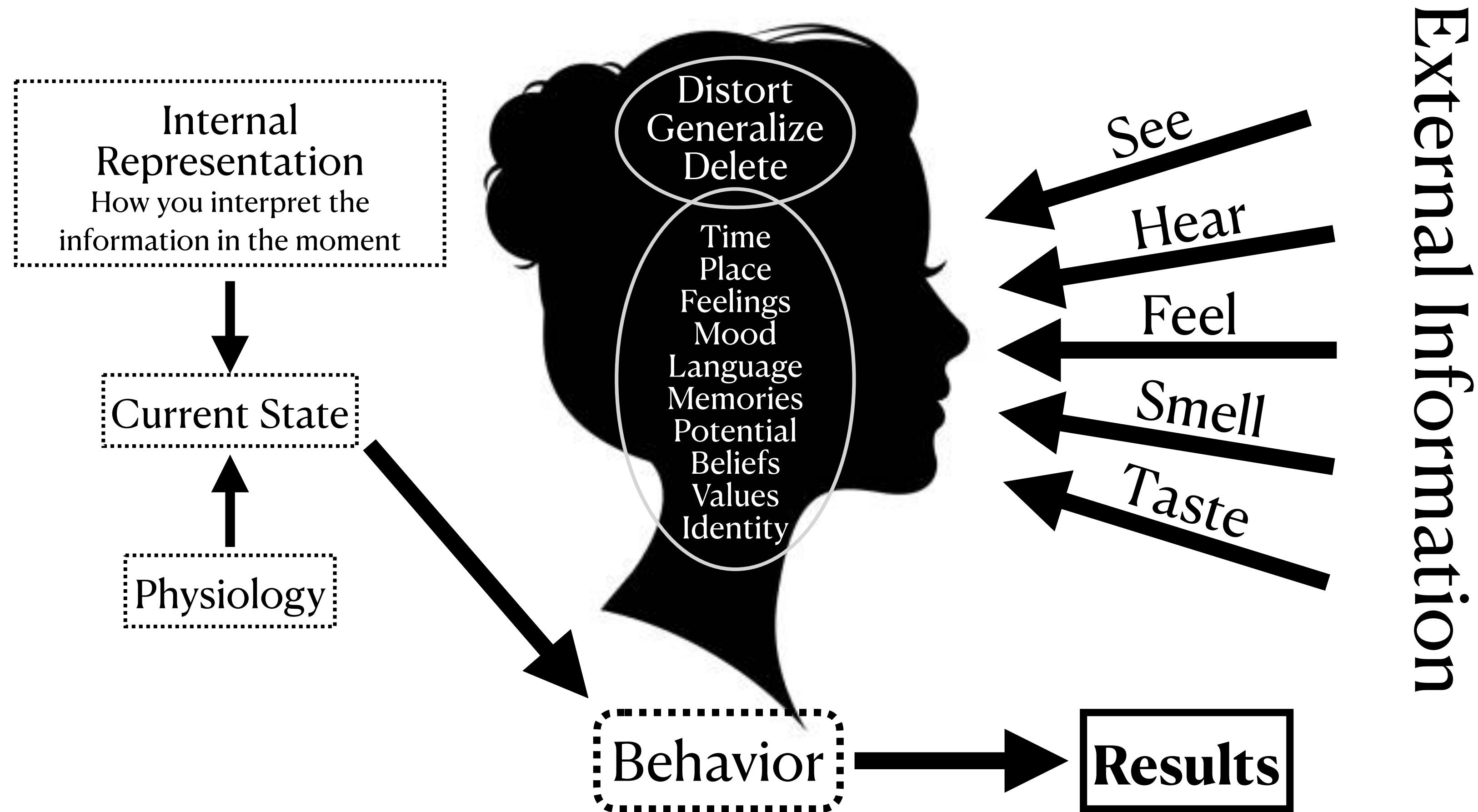
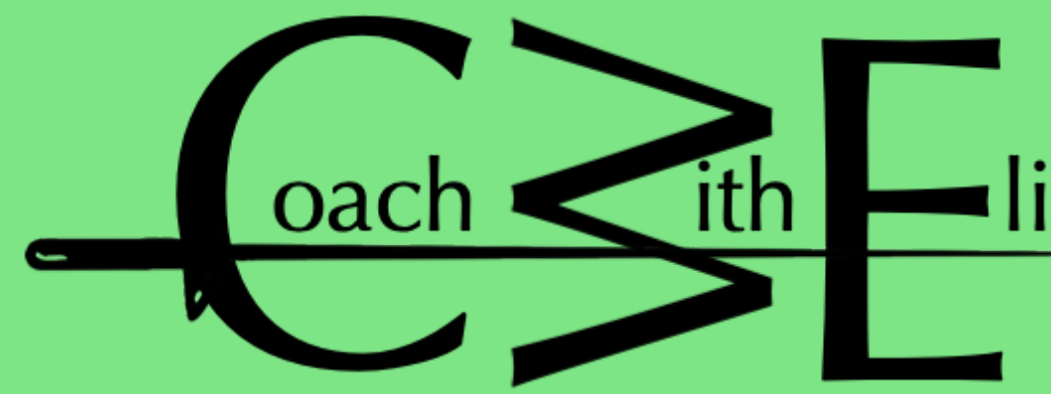


Practice Makes Perfect(er) *Questioning Techniques*





Types of Questions

WHO

Who do you need to become?
Who can help with this?
Who else has accomplished this?
Who else should we be including?

WHAT

What can you do about it?
What are some options here?
What do you want?
What haven't you tried, yet?

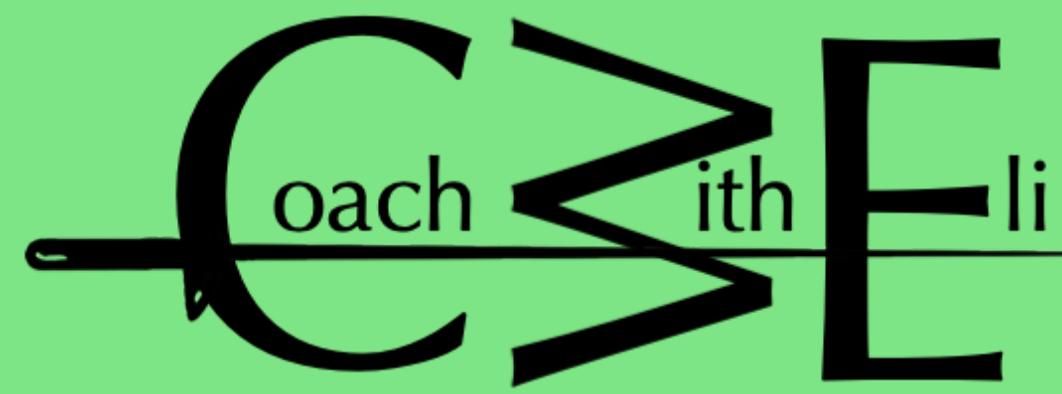


WHERE

Where can you get ideas?
Where is there opportunity here?
Where are you going with this?
Where have you been spending your time?

WHEN

When will this be done?
When can you do this?
When will you start/finish?



Types of Questions

HOW

How will you know when you have...

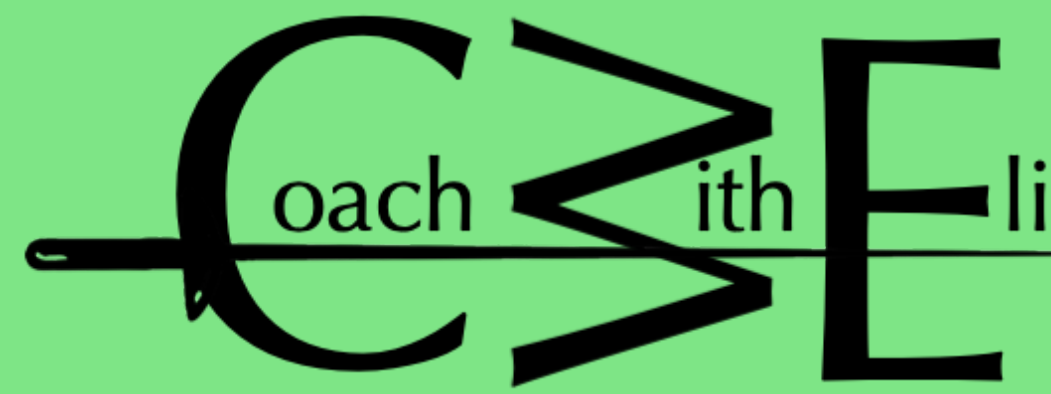
How will you decide...

How will you use...

How did you decide...

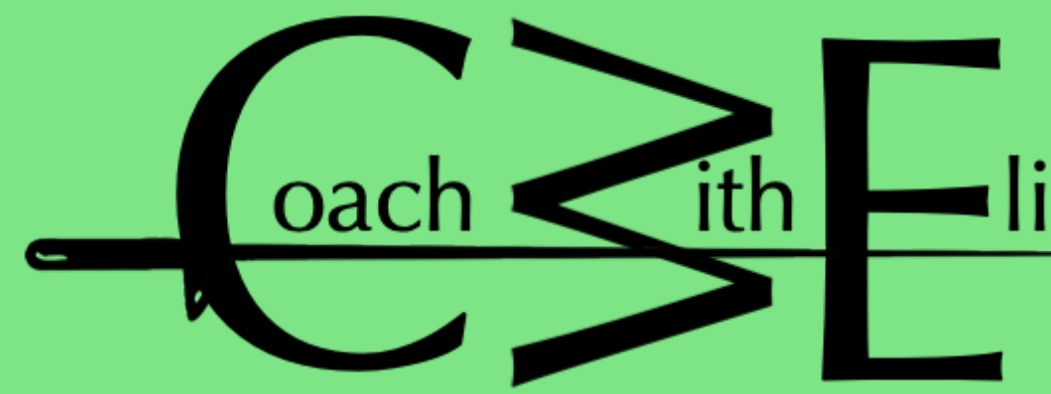
How do you know...

How come...



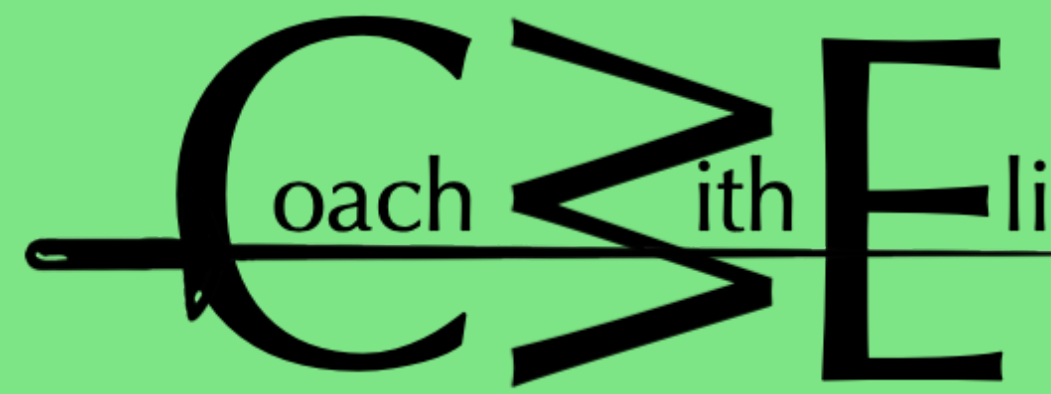
Recovering Lost Information / Digging for Details

Pattern	Useful Response	Result of Question
<i><u>Distortions</u></i>		
<p><u>Mind Reading</u>: Assuming what somebody else is thinking. <i>Example</i>: “You’re upset.”</p>	How do you know I’m upset?	Uncovers details that caused the prediction. Reveals how the assumption was made.
<p><u>Lost Performative</u>: A statement where the person or entity making a judgement is ambiguous. <i>Example</i>: “It’s bad to tell lies.”</p>	According to whom? How do you know that? Who said that it’s bad?	Discovers evidence for the belief. Identifies the source.
<p><u>Cause & Effect</u>: Ascribing relational cause, fault, or blame to something that may or may not be true. <i>Example</i>: “The earthquake made the house fall down.”</p>	How do you know? How specifically?	Discovers the real cause. Challenges the stated belief. Produces evidence.



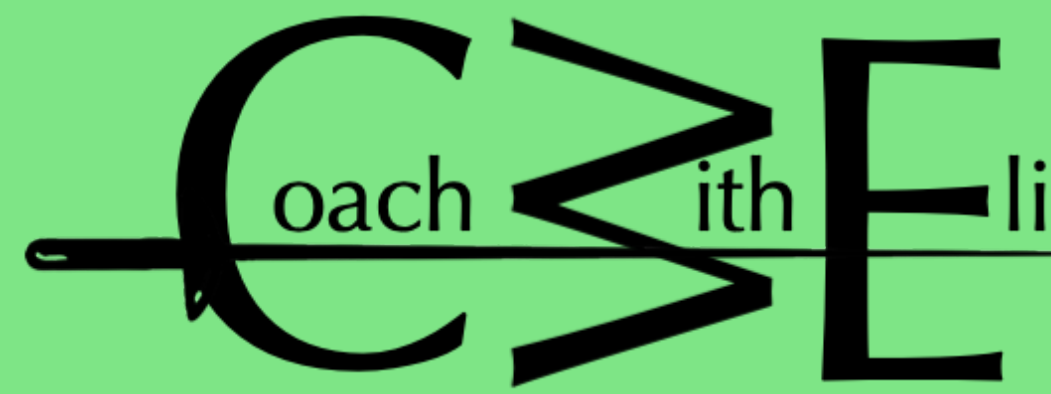
Recovering Lost Information / Digging for Details

Pattern	Useful Response	Result of Question
<i><u>Distortions</u></i>		
<p><u>Complex Equivalence</u>: When two different experiences are qualified as the same thing. <i>Example</i>: “They didn’t accept my offer. They don’t like me.”</p>	<p>How do you know? How does ____ mean ____? • <i>How does the fact that they didn’t accept your offer mean they don’t like you?</i> <i>Have you ever turned something down but still liked the person who offered it to you?</i></p>	<p>Challenges the stated belief. Creates an opportunity to discover more information. Discovers evidence of the belief. Causes the person to consider alternatives.</p>
<p><u>Presuppositions</u>: Language that causes assumptions to seem true. <i>Example</i>: “If they knew who I was, they would accept my offer.”</p> <p>Assumptions made:</p> <ol style="list-style-type: none"> 1. They would know who you are 2. They will accept an offer of some kind 3. Knowing who you are is important to them 4. They would like who you are 5. Knowing who you are would compel a specific action 	<p>Anything to question the assumption(s) made.</p> <p>For example: “Are you sure they like you?” “How do you know they will accept an offer at all?” “What if they know who you are and that’s why they <u>don’t</u> accept your offer?” “What if they don’t know who you are?”</p>	<p>Challenges expectations. Causes the person to reconsider their words and beliefs. Can cause a different way of thinking and shift the strategy.</p>



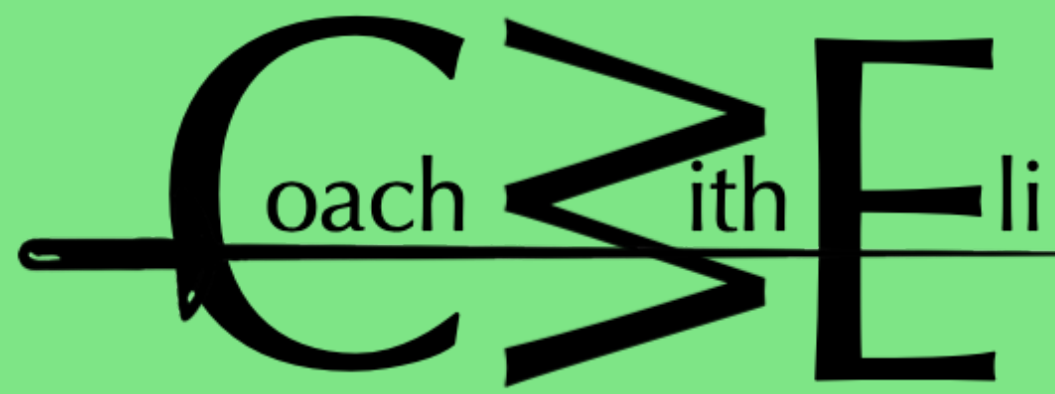
Recovering Lost Information / Digging for Details

Pattern	Useful Response	Result of Question
<i>Generalizations</i>		
<u>Universal Quantifiers:</u> Extreme generalizations <i>Examples:</i> All, None, Every, Never, Everyone, Nobody "I will never sell my house."	Question the word: "All?" "None?" "Never?" What would happen if you did?	Challenges belief in statement Causes re-evaluation Produces counter-examples
<u>Modal Operators:</u> <i>Examples:</i> <ul style="list-style-type: none"> Necessity: must, mustn't, should, shouldn't, have to, need to, is necessary Possibility: could, would, can, can't, will, won't, possible, impossible, may, may not 	What would happen if you (did/didn't), (could/couldn't), etc.? "Or?" What prevents you?	Uncovers cause, effect, and/or expected outcome



Recovering Lost Information / Digging for Details

Pattern	Useful Response	Result of Question
<i>Deletions</i>		
<p><u>Nominalizations</u>: Processes or Actions (Verbs) that are frozen in time and sound like nouns <i>Example</i>: “There is no <i>communication</i> here.”</p>	<p>How would you like <u>to communicate</u>? What needs to be communicated and how?</p>	<p>Causes the person to consider action instead of a stuck state Helps get people unstuck Puts people back at cause</p>
<p><u>Unspecified Verb</u>: The action is vague or has no reference point <i>Example</i>: “They offended me.”</p>	<p>How did they offend you? Offended you how? <i>How specifically?</i></p>	<p>Clarifies the action being stated Develops specificity for the verb</p>
<p><u>Simple Deletions</u>:</p> <ul style="list-style-type: none"> • Deletion: missing description <i>Example</i>: “I’m sad.” • Lack of Referential Index: Undefined person or thing <i>Example</i>: “They don’t like me.” • Comparative Deletion: Uses comparative words without a way to evaluate <i>Examples</i>: better, best, worst, good, bad, more, less, most, least “Fast closing times are better.” 	<p>Deletion: “Sad about what, specifically?”</p> <p>Lack of Referential Index: “Who, specifically, doesn’t like you?”</p> <p>Comparative Deletion: “Compared to what/whom?” “Better how?”</p>	<p>Fills in missing information</p> <p>Clarifies details</p> <p>Completes a comparison and uncovers evidence in thought process</p>



Identify the Pattern and Respond Appropriately

Examples:

My way is better.

Everyone knows it's better to lead generate in the morning.

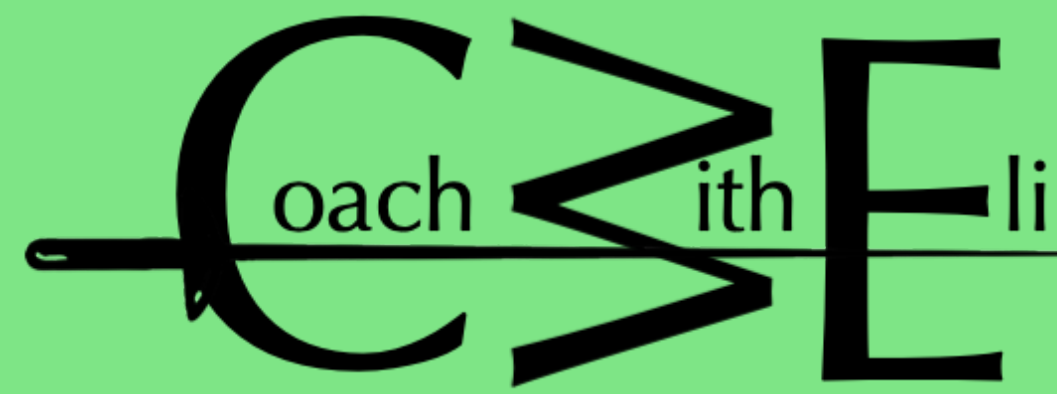
Buyers are liars.

Cold calls make me feel sleazy.

I can't get it all done.

I don't trust it.

I will never be the best.



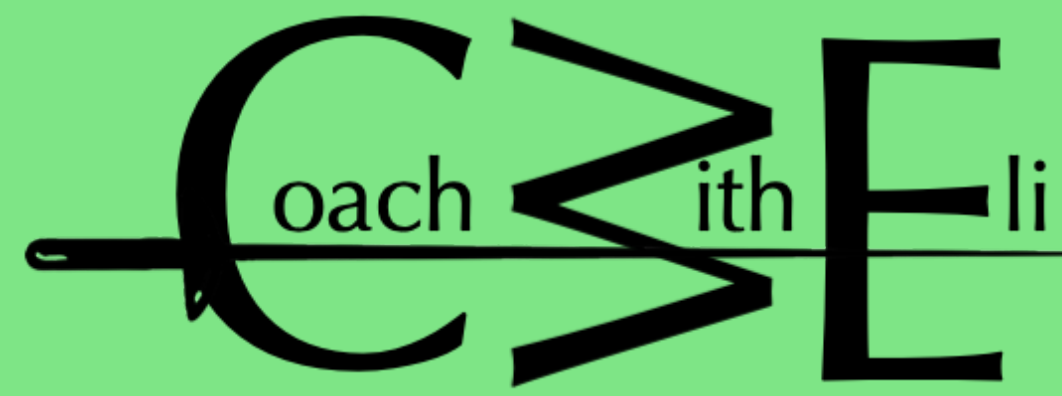
Practice

In your breakout room, practice asking questions to dig deeper and create clarity.

Here are some easy topics to role play:

- Dinner plans - what do you want for dinner?
- Your ideal vacation
- Your dream house
- A fun/silly memory you can share

Ask questions to recover missing information and gather more details from your partner(s).



Final Thoughts

- What questions do you have?
- Write down at least 5 AHA's from today's training
- What is your feedback from today's training?
- What is your plan for implementing the skills you worked on today?