

Questioning Techniques and Strategies

Show Interest

Nod your head
Make eye contact
Use a facial expression that shows interest
Tell me more about.....
Anything else.....
How do you see that?
What would you like to see happen?
What would be your ideal outcome?

Inquire Further

What else is important about that?
Could you be specific?
What needs to be different?
What is the more important component of this for you?
How does this tie into the current situation?
In what ways is that important?
Could any of these ideas be combined?
How might this look different for you?
When did this happen?
What ideas seem more workable to you?
Let's think out loud about some ways this might work for you?

Validate

You seem very angry, what happened?
You sound like you have tried several things

Clarify

What would it take for you to????
Do you mean?
Are you referring to?
Are you saying that?
Show interest
Please go on....
It seems as though....
Can you tell me a little more so I can make certain I understand?
Can you state that in a different way?
Can you reframe that in a different language for us?
How does what you are saying relate to the issue we are discussing?
Can you give us an example so what you are saying becomes clear?

Summarize

Did you mean....
Did I understand that....

So your main point is...

It sounds to me like you have said....

So you are angry because of _____ and _____

Restate

You said that....

I heard you say....

Brainstorm

What are all the possibilities?

What else might we try?

What are some ways we could deal with this problem?

Let's get all of the options on the table.

What if we....?

Do you have any ideas on that?

If we work together how might we make this better for all?

BEWARE OF...."But" is a verbal eraser that causes the listener to forget whatever was said first. Consequently, only the negative is remembered.