



# Effective Questioning Techniques

TC1195

Duration: 1 Day

## Overview

This course is a practical, hands-on guide through a range of tools and techniques for achieving results by asking the right questions the right way.

We will also explore how asking the right questions fits within the greater context of information and data gathering as an activity within the sales process, business analysis, gathering scoping information for a project etc., which means taking a planned and thoughtful approach to getting what you need.

It is based on real life (your own examples wherever possible) and case study scenarios

## Target Audience & Prerequisites

All managers and staff involved at any level in the process(es) of gathering information

## Facilitation

Facilitators of this workshop will use a case study delivery approach to provide participants with a 'hands-on', multi-faceted and challenging learning experience. Participants will be actively engaged in case study activities, scenarios and role-plays to gauge their current skill levels, and to further develop and build new skills for immediate transfer to their workplace.

## Materials

A comprehensive participant handbook is provided. Our participants are also entitled to complementary telephone consultation/advice within 60 days of workshop completion. All workshops may be conducted onsite or at our premises, with experienced facilitators providing group and/or individual instruction.

## Tailoring & Customisation

This workshop is able to be customised to suit your requirements, using appropriate and relevant scenarios from your specific workplace/organisation. It may be increased to 2 days upon request, and in collaboration with the client.

## Workshop Summary

Self-Assessment: How Skilled are you at Questioning?

- » Gauging your questioning skills

Planning your Approach

- » The importance of a planned approach
- » Steps for planning your approach
  - Determining your purpose
  - Determining the data to be gathered
  - Identifying sources of information
  - Selecting methods and techniques; commonly used methods and their purpose
    - Interviews
    - Facilitated workshops
    - Questionnaires and surveys

- » Questioning Types; purpose and drawbacks

Executing your Plan

- » Conducting interviews and following up
- » The questioning life cycle
- » Conducting workshops and following up
- » Building rapport
- » Being a good listener
- » The crucial role of active listening within effective questioning
- » Attending and encouraging listening
  - Reflecting listening
  - Clarifying
- » Strategies for overcoming barriers to communication
- » Beyond questioning; presenting the results
- » Putting it all together!

**Delivery** **Advisory** **Capability**

Established 18 years, 190 people, manage over \$1.7B of client projects, train and certify more than 6500 project professionals each year.



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## Workshop Objectives & Learning Outcomes

By the end of this workshop, participants will have the ability to:

- » Gauge your effectiveness at uncovering detailed information through your questioning techniques,
- » Determine the gap between your current effectiveness and where you would like to be moving forward,
- » Recognise the importance of a planned approach to information/data gathering,
- » Follow a simple 5-Step process for:
  - Determining your purpose
  - Determining the data to be gathered
  - Identifying sources of information
  - Selecting appropriate methods and techniques
  - Developing the plan,
- » Develop a simple plan for your information gathering process,
- » Conduct interviews and follow up,
- » Recognise the Questioning Lifecycle,
- » Conduct workshops and follow up,
- » Develop skills for building rapport,
- » Identify the qualities of a good listener,
- » Gauge your own listening effectiveness,
- » Develop four listening skills,
- » Show interest in the speaker through conscious behaviours,
- » Display attending, encouraging and reflecting listening,
- » Recognise the value of non-verbal communication,
- » Determine and break down communication barriers, and
- » Gauge your new skills, knowledge and awareness through a final questioning activity.

## Professional Development Units

PM-Partners group is a Global PMI (Project Management Institute) Registered Education Provider. Participants who have been awarded the Project Management Professional Certification (PMP®) by the Project Management Institute are eligible to earn **7 PDUs** for their participation in this course.



### Workshop delivery

Facilitators of this workshop will use a case study and scenario-based delivery approach to provide participants with a 'hands-on', multi-faceted and challenging learning experience. It will also draw heavily upon the experiences and challenges of the individual.

Participants will be actively engaged in information gathering and questioning scenarios consistent with a 'learning by doing' approach to knowledge assimilation and transfer.

All workshops are able to be customised to suit client requirements, using tailored case studies to better reflect the client's business operations and typical questioning / information gathering situations

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