

Asking impactful questions

Use this tip sheet to consider the types of questions you might ask to help you reveal new insights and deepen understanding.



Open questions

- » Open questions usually start with words like 'what, how, where, and when'.
- » They encourage thoughtful and extended responses. They give control of the direction of the conversation to the person being questioned. This can create safety and build rapport.
- » Be cautious of using 'why' questions, as this may trigger a defensive emotional response. Use them with discretion.



AWE questions

- » "And what else?"
- » The first answer to a question is rarely the best (or only) answer. This question is powerful in uncovering more answers.

Examples

- » What is the most important thing for us to talk about?
- » What are you enjoying about your current ways of working?
- » Where would you be most comfortable to discuss this?
- » How can we work together to resolve this issue?
- » How do you best relate to others?
- » When will be a good time to continue the conversation?

Add your own examples:

Asking impactful questions (cont.)

Use this tip sheet to consider the types of questions you might ask to help you reveal new insights and deepen understanding.



Clarifying questions

- » Clarifying questions support clear communication and minimises the risk of misunderstanding.



TED questions

- » TED stands for 'Tell, Explain, Describe'.
- » TED questions can be an invitation to provide lots of information.
- » Potentially they can provide a 'key' piece of information using just one question that may take several other types of questions to find.

Clarifying question examples

- » What do you mean by X?
- » What was the thinking behind that?
- » How exactly would you like this done?

Add your own examples:

TED questions examples

- » Tell me more about that.
- » Tell me about the impact that had on you.
- » Explain the situation to me.
- » Explain to me what that was like for you.
- » Describe that to me.

Add your own examples: