

Context

Need for improvement of Questioning Techniques

A common **pitfall** is to act as 'messengers', insufficiently questioning

- whether the customer's request is truly what the customer needs;
- whether the current/proposed way of working is in line with company objectives

This pitfall can be **unlearned** by intensively working on

- techniques (mainly communication skills)
- attitude (incl. assertiveness, self-confidence).

Has come to accept inefficiencies to a degree of not noticing them anymore.

Insecure about own ideas on improvement opportunities.

Unwilling to challenge status quo due to inexperience in new domain

Training

OUR OFFERING

Questioning workshop

We propose to strengthen the Questioning skills by means of a **training workshop**

Learning objectives:

- Improve your questioning approach, leading to a better understand of what is really needed.

Format

- Role-playing on each participant's real-life case
- Instruction & redo exercise



Techniques practiced:

- Question types and order of questions
- Listening skills (incl. non-verbal communication)
- Analytical Troubleshooting (ATS)
- Five times why