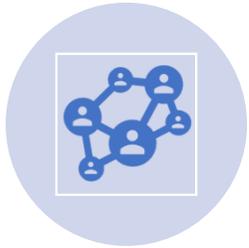


# HOW TO LEARN HOW TO ASK GREAT QUESTIONS

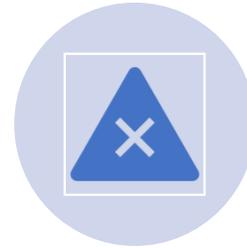
*A guideline to get you started to learn the art of asking powerful questions*

# WHAT'S THE BENEFIT OF ASKING?

*"He who asks is a fool for 5 minutes, but who he does not ask remains a fool forever"*



All the information is within yourself; you know it better.



Asking creates Buy-in: the key to change is not knowing what to do; it is being motivated to do it → More motivated to carry on your own ideas.



Asking empowers: 80% of the people know the answer already, but confidence is missing → questions and active listening give you the confidence



Asking create authenticity: by asking we honor and value people

# The TOP 10 Mistakes to avoid

1. **Closed questions:** “yes-no answer” transform them by adding **what & how**
2. **Solution-Oriented questions:** Should you, could you, don't you, can you “shouldn't you ask your boss before acting on it”?
3. **Seeking the “One True Question”:** when you start you want to pose the perfect question that will reveal everything. **Solution:** a) “tell me more” “what else” b) observation and question: you mentioned that...tell me more about that; and when you say...what's going on there?
4. **Confused questions:** Think then talk, the power of silence and facial expression
5. **Interpretive questions:** erode trust → solution: use their own words
6. **Rhetorical questions:** “isn't that a bit too dangerous?” → imply a judgement. **Solution:** what am I missing? Or swap of position exercise.
7. **Leading questions:** “how would you describe that situation? Unfair?” **Solution:** multiple options or the Opposite
8. **Neglecting to interrupt:** **Solution:** restore the focus (it caught my attention when you mentioned earlier that...lets come back to that)
9. **Interrupting:** a) interrupting b) talking over c) talking for(finishing client thought). **Solution:** count off 2 seconds before you reply or ask question
10. **Why questions:** childhood +talks to left side of the brain; **Solution :** replace with what and how

# POWERFUL COACHING QUESTIONS

## GOALS

- What do you want to achieve?
- How is it aligned with your values?
- What will be the impact on the people around you?

## MOTIVATION

- Why do you want it?
- What happens if you won't get it??
- What are you willing to sacrifice?

## REALITY

- What have you tried already?
- Where do you currently stand?
- What is it blocking you?

## ANTICIPATION

- What might happen?
- What if it does not work?
- What is your back up plan?

## ELABORATING

- Tell me more about that?
- Could you give me an example of?
- What do you mean when you say?

## REFRAMING

- How is it compared to the biggest challenge you had to face?
- 10 years from now. How would you see it ?
- Imagine you were X, what would you do?

## OPTIONS

- What options you have?
- What else could you do?
- What options are you scared of trying?

## INTROSPECTION

- How do you know?
- How would you know if that wasn't true?
- What will you do when you have enough..?

## ACTIONS

- What are you willing to do to change it?
- What is one step you can take?
- By when will you do that?

# Exercise

*Transform each one of these questions into a good question. if you want me to have a look at it and improve your skills email me your answers @ [davidecostella@gmail.com](mailto:davidecostella@gmail.com)*

1. Do you want to take an action?
2. Don't you believe you should change job?
3. When you say that it isn't cheap, do you mean compared to the other phone? I mean for me it is a good price, what do you think of the other phone we saw last time?
4. Jack last time did wrong. Didn't he?
5. Why you did that?

# Thank you!



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