

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

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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