

QUESTIONING AND LISTENING

A 2.5-hour practical learning nugget for up to 15 participants

Can be delivered virtually on Zoom or your own company platform

This practical and fast paced learning nugget introduces participants to different questioning techniques, explores great questions and helps build creative questioning styles. Through discussion, group work and practise, participants learn to understand the value of asking great questions as well as listening with an open mind and presence.



WELCOME AND INTRODUCTIONS

Includes benefits of developing questioning skills; outcomes and agenda



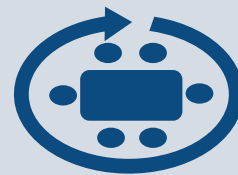
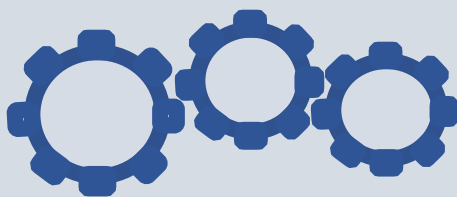
CREATING A QUESTIONS BANK

Participants work together to form an effective bank of questions they can use in their roles back in the workplace



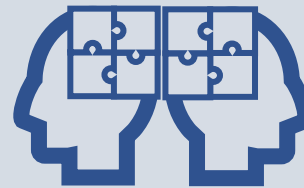
QUESTIONING AND LISTENING PRACTISE

Participants network with one another, practising their questioning and listening skills



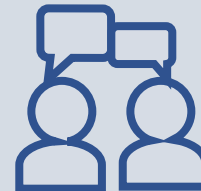
DIFFERENT TYPES OF QUESTIONS

How to question to gather information and close with complete understanding. Group activity.



LISTENING

The value of listening; how it feels when others really listen to you and when they don't. Tips of effective listening. Listening exercises and group activity



ACTION PLANS AND INTEGRATION

The session is summarised and actions are planned and shared across the group