

Questioning Skills: Why Are Questions Important?

Course length: 45 mins*

Course Code: 103080BT053

This course explores the importance of using questions to improve your effectiveness in verbal communication and people management.

Benefits for the Learner

The ability to ask questions effectively is a key component of good verbal communication, but few managers receive formal training in the art of asking questions.

This course explores the different types of questions you can ask – open, closed, probing, reflective, cued – and the situations in which you might use each type. You will learn how to tailor the type of question you use to ensure you receive the information you need.

Benefits for the Business

If the key to business success is an ability to satisfy customer needs, then it follows that your employees must develop excellent questioning skills in order for them to identify those needs in the first place.

This course will help your managers to build stronger and more open relationships with your customers through the use of good questioning skills. They will learn how selecting the right type of question in the right circumstances will provide them with relevant, accurate information on which they can base their business decisions.

What Does the Course Cover?

- The nature of information, and the value of being able to gather it
- Why being able to establish views, opinions and feelings is important
- How questions can be used to control situations

How Long Does the Course Take?

You can work through this course at your own pace. It should take you around 45 minutes to complete.

*Courses are accessible for six months from the date of purchase.