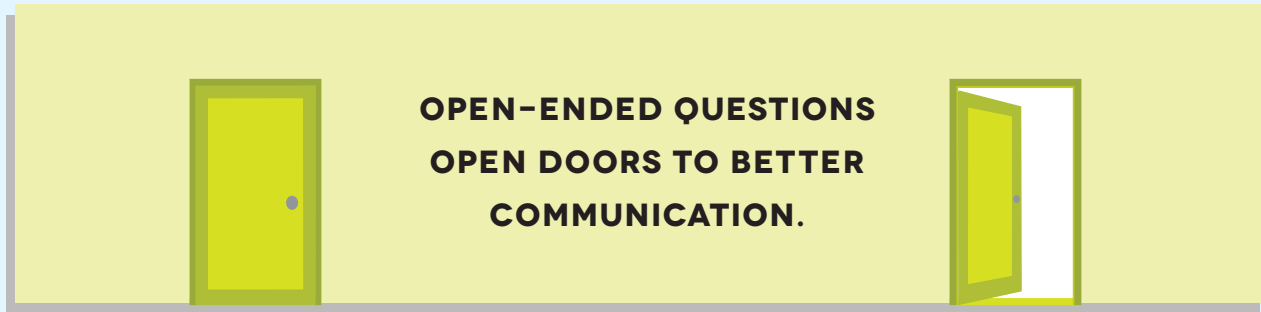


ASK GOOD QUESTIONS

Questioning skills are important for good communication. Asking good questions is a simple and effective way to stay engaged when communicating with others.



Close-ended questions are those questions which can usually be answered with either “yes” or “no.” Use close-ended questions to finish a conversation or when you are looking for specific information.

- Would you recommend this ...or that?
- Could you meet with me tomorrow?

Open-ended questions are those questions that get a person talking. They encourage a person to give you more information. They are broad questions and require more than one or two word responses.

- What do you like about your work?
- How would you describe your typical day?

Reword the close-ended question in the left-hand column with more helpful open-ended questions.

LESS HELPFUL QUESTIONS (CLOSED)	MORE HELPFUL QUESTIONS (OPEN)
<i>Do you like your job?</i>	▶ <i>What do you like about this job?</i>
<i>Is this class helpful?</i>	▶
<i>Did you read that book?</i>	▶
<i>Should I choose this major?</i>	▶
<i>Is this a job with a future?</i>	▶
<i>Do you make a good salary?</i>	▶

85% OF YOUR CAREER/WORKPLACE SUCCESS DEPENDS ON YOUR PEOPLE SKILLS.