

Art of Probing & Questioning

Course Duration: 2-day; Instructor-led

Time Schedule: 9am-5pm

Lunch: 1:00pm- 2:00pm

Morning Tea-break: 10:30am-10:45am

Afternoon Tea-break: 3:30pm -3:45pm

"The greatest danger for most of us
is not that our aim is too high and we miss it,
but that it is too low and we reach it.

- Michelangelo

PROGRAM OBJECTIVES

The two fundamental pillars that support an effective communication platform are Questioning and Listening. Once we move our conversation with the audience from a personal to business agenda, we need to find out what the business challenges and needs are. Without such information, we may not be able to present our solutions effectively, making all of our efforts difficult and our time wasteful. There are various questioning techniques we can use but exactly which technique is best applied and for what finer purpose? Furthermore, if we asked powerful questions but we do not listen actively, we would not be able to maximize our impact from those questions. When we combine these two pillars, we can discover the audience's true challenges and needs, and tailor our subsequent conversations and action steps to address and meet those needs effectively.

This intensive, hands-on, activity-driven program teaches skills that boost productivity through increased understanding and effective implementation of the questioning and listening process. It helps sharpen the skills of even experienced personnel, empowering you to take advantage of every opportunity and aggressively expand your professional agenda. By providing you with a rigorous training environment, your active participation in our program will enable you to apply and sustain your learning to a point of forming winning habits. You will have the ability to achieve the greatest satisfaction at every given opportunity when discovering the needs of your audience every time.

Art Of Probing & Questioning focuses on the following areas:

- Active listening
- Discovery questioning
- Influence and persuasion
- Interjection techniques
- Tonality

LEARNING OUTCOMES

After completing the training, you should be able to:

- Build deeper trust and rapport

- Identify probable and root causes
 - Prioritize actions
 - Sharpen your listening skills
 - Widen your questioning abilities
- learning Outcomes

METHODOLOGY

To change your direction, shift your thinking.

However long ago you learnt to ride a bicycle, it's likely an experience you've never forgotten. The skill remains with you today. When was your last corporate training program? How much of what was learnt is actively applied in your business today? Are all that remains the workshop manuals left on your shelf?

Our programs are initiatives that last. They encourage new ways of thinking. They open up ways to create extraordinary achievements. We believe individual behavior and attitude contribute significantly to the overall excellence of your organization. So we focus on what really matters.

Our unique methodology of combining experiential, instructional and discovery learning, and supported by modern coaching technology, creates powerful shifts in attitudes and behavior that will encourage sustainable change in your organization. These changes make an impact on results where it matters.

In our programs, you can expect an extensive use of case studies, debriefing, dyads, facilitated coaching, feedback, games and activities, group discussions, lectures, psychodramas, simulations, story-telling and structured instruments.

FRAMEWORK AND IMPLEMENTATION

Our unique experiential framework and implementation empowers you to:

- Apply empathy generously
- Be attentive at all times of the conversation
- Capitalize on opportunities
- Earn the due respect through effective questioning
- Focus on any conversation
- Gain clarity by asking the right questions
- Get people more engaged to your conversation
- Improve existing trust levels with people
- Influence people
- Investigate issues thoroughly
- Probe professionally
- Work with powerful nonverbal communication

COURSE CONTENTS

Day 1:

Module 1: Overview

- Context setting
- The 7/38/55 Rule
- Choice of words
- Applying appropriate tonality
- Effective body language techniques

Module 2: Discovery Questioning

- 6 discovery questioning techniques
- The Funnel Model
- Tight conversation
- Power Up!
- Asking purposeful questions

Module 3: Application In Problem Solving

- Starbursting
- Probable causes
- Root cause
- Considerations, Pros and Cons Model
- What If

Module 4: Application In Presentation

- The Needs Pyramid
- Matching needs with FAB
- Value Drivers
- Crafting effective conversations
- Persuasive language techniques

Day 2:

Module 5: Application In Negotiation

- Objectives – Breakpoints, Stretch Targets and Great Deals
- Information – The 5 Critical Information
- Variables – Tradeable values to match needs
- Power
- Move Plan

Module 6: Application In Coaching

- Understand
- Goals
- Reality
- Options
- Will Do
- Support

Module 7: Active Listening

- 6 active listening techniques
- Driving meaningful conversations
- Advanced interjection techniques
- Prioritizing needs
- Summarize and confirm

Module 8: Coaching Wisdom

- Summarizing and confirming
- Role play Session 1
- Feedback
- Role play Session 2
- Feedback
- Role play Session 3
- Feedback