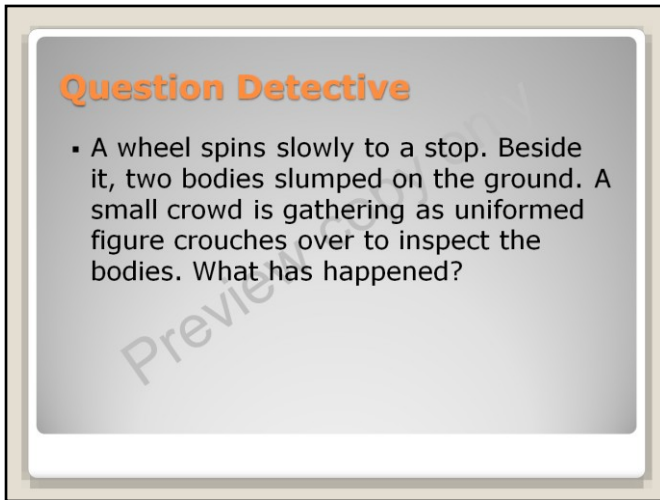


INTRODUCE bite sized workshop in terms of what we will be covering.

POINT OUT:

- Whatever role we have in an organisation, we all have to solve problems and gain information / opinions from others.
- Asking good quality, effective questions is a key skill that gets at the information we need in the shortest time.
- The quality of our questions will dictate the **quality** and **quantity** of the response.
- This mini training session will help develop these skills.



EXERCISE: QUESTION DETECTIVE

EXPLAIN that:

- We will now do a 5 minute 'Question Detective' Exercise.
- You will be given a problem to solve as a group.

SHOW above slide and **REFER** to handout: Question Detective.

Without conferring with the trainer, think of TWO questions EACH to ask you, and write them down. You can confer with each other if you want.

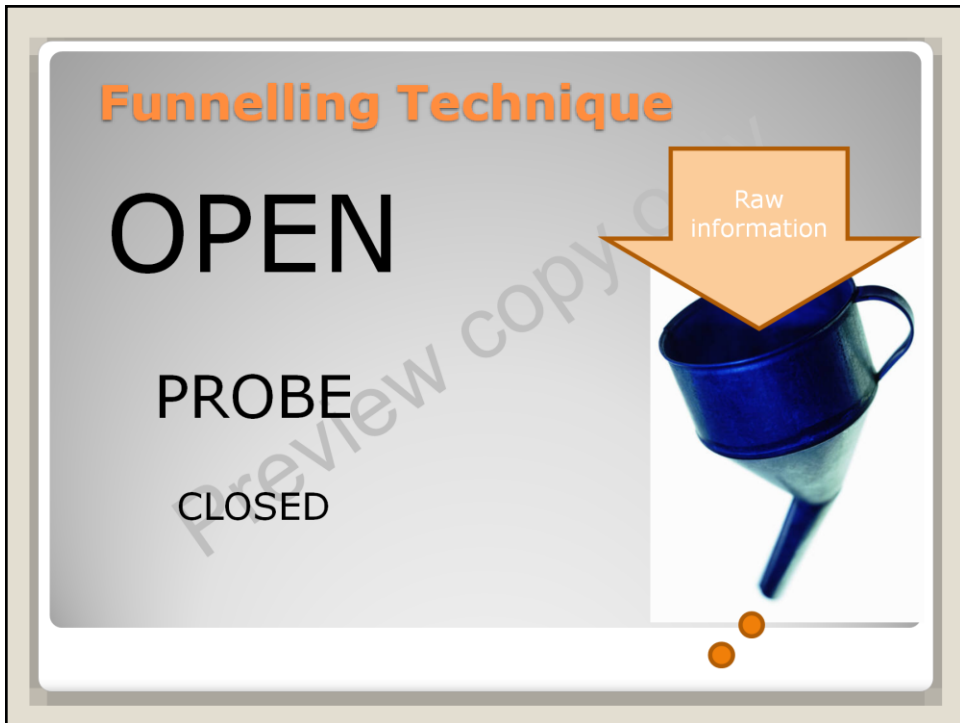
EXPLAIN that the only question they will may not ask you is 'What has happened?!'

FLIP UP questions, as delegates shout them out, noting (without telling the delegates):-

- Put closed questions in one (untitled) column, and open questions in another.
- Don't answer any questions until all are listed.

Once all questions have been flipped, **ASK** for any theories about what has happened (e.g. Fairground wheel; car accident; hamster in cage).

ANSWER questions in **CLOSED** column first. As they are YES or NO answers, it will give a great deal of information. **ASK** again if there any theories and how much do they now know about this situation? – Not a great deal.



REVEAL above slide for emphasis.