

Questioning Skills – Why Are Questions Important?

Duration: 30 mins

Course level: Introductory

Delivery method: Online

Introduction

Asking the right questions at the right time can provide businesses with relevant, accurate information on which they can base important decisions.

Questioning Skills – Why Are Questions Important? provides guidance on how to use questions in different situations. Participants will see an improvement in their communication skills as a result.

Ultimately, the business will benefit from a clearer, more accurate understanding of customer needs, and therefore be able to satisfy them more successfully.

Who is the course for?

Questioning Skills – Why Are Questions Important? is most suitable for people who are likely to become first-time managers, or are already in the post but have no previous knowledge of the topic and limited work experience. It is particularly appropriate for team leaders, managers or anyone who manages people.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from the course?

When you have completed this course, you will be able to:

- identify specific circumstances when questioning is likely to be a productive strategy
- state why the effective use of questions is a key part of your skill set
- list and describe the three key uses of questions.

Course features

Questioning Skills – Why Are Questions Important? gives you a basic grounding in the principles and practice of asking different types of questions: open, closed, probing, reflective and cued. It takes you through the key steps in the process, using on-screen text, an audio summary and interactive exercises providing immediate feedback.

At the end of the course there is a multiple choice test to check your knowledge and understanding, which you can take as many times as you want.

You can start your course straight away and use it at any time, as long as you have access to a computer with an internet connection. The course is available for six months from the date first accessed.

Other courses you might be interested in

Briefing Skills

The Apprentice – Negotiating to Win

The Apprentice – Selling, Pitching,
and Presenting

An Introduction to Listening

Course code: 103080BT053

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