

2010 QUEST TO BE YOUR BEST

What does EVERY leader/ sales person need to succeed? The ability to quickly access information. What is the most critical skill many leaders fail to master? We fail to quest our best. This lack of focus leads to many unanswered questions. Consider the different questioning types below to save time and effort in building a clearer picture without having to search for clues.

Question/ Response	Useful When...	Not Useful
Open: Encourages person to talk, "In your opinion, what has caused this situation?"	You want to explore issues, gather opinions and data.	Talkative people Short amount of time.
Probing: Vital for detail e.g. "What happened next?"	Checking data and expanding understanding.	Emotionally charged areas Overly talkative people.
Closed: Specifies specific points and facts e.g. "Did you drive the car?"	Establishing facts/ confirming details.	Gaining information in broad terms.
Alternative Choice: Offers 2-3 options e.g. "Are you fond of blue or red?"	Encourages the person to select from a choice you offer.	Where you need an open-ended question comparison.
Reflective: Repeat back the emotional content e.g. "You feel surprised by the issue?"	Problem solving in emotionally charged situations.	Checking information or filling in missing data.
Leading: Implies the expected answer e.g. "We can proceed then?"	To lead someone to say what you want to hear.	Gaining data the person is hesitant to reveal.
Hypothetical: Posing a future imaginary situation e.g. "What will you do if?"	Exploring thoughts, behaviors and feelings without confronting a situation.	Individuals need time to give a well considered reply.
Link Questions & Change: "That's intriguing yet I'd like to ask you..."	To change directions.	If used too soon important information may not be uncovered.
Multiple: String of questions/ responses e.g. "When are you going, am I to drive, what time should we leave?"	Never. The response is confused and the person can ignore one of the questions.	Never useful.

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