Business Communication
Effective Questioning

The purpose of this activity is to develop your ability to question effectively in order to gain information about another person's thoughts. For each of the following statements, write two questions to get more information. Avoid counterfeit questions that trap the speaker, carry hidden agendas, seek "correct" answers, or are based on unchecked assumptions. Compare the responses of the group members and prepare a response to share with the class.

Example: "It's not fair that I have to work so much. Other students can get better grades because they have time to study."

How do you feel when others score higher than you do?
How many hours a week do you work?

1) "I guess it's OK for you to use my computer, but you have to understand that I've put a lot of time and money into it."
   a. _____
   b. _____

2) "You'll have the best chance at getting a loan for the new car you want if you give us a complete financial statement and credit history."
   a. _____
   b. _____

3) (Instructor to student) "This paper shows a lot of promise. It could probably earn you an A grade if you just develop the idea about the problems that arise from poor listening more."
   a. _____
   b. _____

4) "We just got started on your car's transmission. I'm pretty sure we can have it ready tonight."
   a. _____
   b. _____