

**Use effective questioning techniques to build trust and meaningful conversation with employees.**



Questions can start conversations, and conversations can lead to more trust and engagement—improving team productivity along the way. Asking the right question is at the heart of effective communications and information exchange. By using the right questions in a particular situation, you can improve a whole range of communications skills.

Questioning employees in a non-threatening manner is a good way to make communication happen and to:

- check that the new employee understands the instruction or task required
- give new the employee the opportunity to reflect on new knowledge gained
- get feedback on their learning or performance
- check their prior knowledge or experience
- make them attentive and alert

**There are two types of questions: Open and Closed**

An open question is more effective because it encourages the other person to provide more information. For instance, asking a colleague, "What did you cover during the meeting today?" is an open question. This is because you are asking him to give you a longer, more detailed answer.

Closed questions limit conversation because they can only be answered with a yes, a no, or only a few words. Using closed questions limits conversation.

In order to get conversation flowing, try using open questions. These are questions that begin with how, what, when, why, which or where. These invite people to express their thoughts and feelings.

### Examples of open-ended questions.

- ✓ Tell me what would you like to learn more about?
- ✓ How would you describe the farm culture here?
- ✓ What would you like to learn more about?

Other phrases that similarly would produce the extra information you seek from open-ended questions begin with words like:

- ✓ Tell me about ... .
- ✓ Explain to me ... .
- ✓ Help me understand ... .
- ✓ Share with me ... .
- ✓ Can you tell me more about

### Examples of closed questions.

- Is the system still under warranty?
- Would you like the number for our 24-hour emergency?
- Have you closed the gate?

### **Questions you should ask new employees after their first couple of weeks at work**

- What would you like to learn more about?
- What do you like most about your role?
- What do you like least about your role?
- What do you need help with?
- Are you clear on your role and what you should be working on? If not, what aspects aren't clear?
- Looking back on the week, is there anything that could have gone better?
- Are there any challenges you are looking forward to/not looking forward to?
- Was there a recent team discussion or meeting where you did not get to share your thoughts? Would you like to share them now?

### Closed questions

- Do you feel welcome and involved?
- Was your role what you thought it would be?
- Do you feel like you fit in well?
- Do you feel welcome and involved?
- Did you have everything you need (Closed), if not what did you need? (Open)
- Do you know where to go if you have any problems?
- Do you have the opportunity to grow at work?
- Do you feel fully supported in your role?
- Has the role panned out the way that you thought it would?
- Have you built strong relationships with your team?

