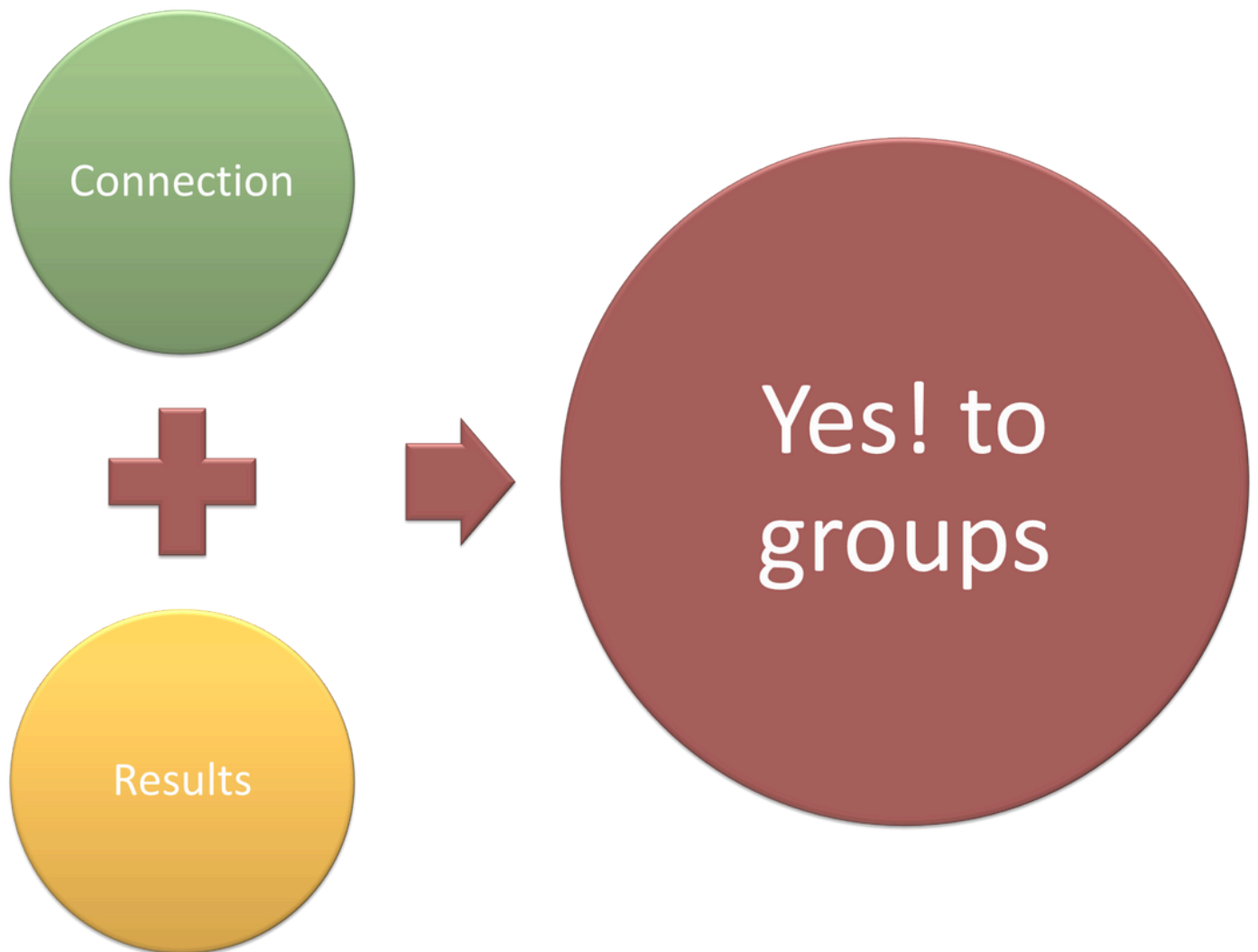


The Art of Asking Questions in Groups Workbook



When people say yes to working with you in a group, they are looking for your wisdom, they are looking for your expertise, **AND** they are looking for connection and results.



Questions are a great way to facilitate connection. A way encourage people to have conversations with each other and not just you.

Questions are also a great way to help your clients get results in your group.

Question asking strategy

Online platform
with a section for
questions

Ask the group for
input?



In session as
they come up?

Ask the question
back to the
asker?

Specific Q&A
session

Past Question
Asking Strategy

Future Question
Asking Strategy

Types of questions to ask

Questions designed to encourage group participants to consider the information and understand what it means to them.

Reflection

- **What do you think your obstacles might be and how might you be able to address them?**
- **What do you think your younger self might say to you about this problem?**
- **What might your future self say?**

These questions are used to help ensure group participants understand the information and resources, have what they need, and are making progress on their goals.

Checking In

- **What are you most proud of in terms of what you put together?**
- **What is the thing you wish you had done differently?**
- **What's the part of this plan that you're most uncomfortable with?**

Without action there is no results for group participants. These questions encourage action including the planning of the steps to take.

Action

- **What's your next step?**
- **What are the obstacles you're anticipating?**
- **What commitment are you making?**
- **What support do you need?**

Questions in your group

Reflection questions to ask in your group

Checking in questions to ask in your group

Action questions to ask in your group

Questions to avoid



Not asking questions

The session includes no questions. The group leader is only talking to or at the group participants

Why does this happen?

- Not aware of the importance of questions
- No question strategy for the group
- Focus is on what the leader wants to say not the experience of group participants

Examples

- No examples because there are no questions

Try this instead

- Include open ended questions including the 3 types: reflection, checking in, action



Closed questions

Questions that can only be answered with yes or no or some other one word answer.

Why does this happen?

- Time pressure
- Leader needs a break from talking
- Leader is not aware of open questions & the power of these types of questions

Examples

- Do you have a plan?
- Are you prepared?
- Is that something you'd be willing to do?

Try this instead

- Open questions – use the who, what, how and when to start off the question
- What is your plan?
- How have you prepared?
- What is the next step you are willing to take?



Assumed agreement questions

Questions that assume people in the group are agreeing with the answer, point of view, or what is being said.

Why does this happen?

- Desire to move forward
- Time pressure
- Concern there isn't agreement
- Avoid disagreement

Examples

- Everyone ready?
- Did everyone watch the video?
- Everyone agree?
- That would work, right?

Try this instead

- Let's see who agrees and who doesn't (online can use a poll or reaction button in person raise hands)
- What might be an obstacle to that?
- Where is the friction?

4

Assumed understanding questions

Questions that assume people in the group understand the instructions or the information that has been shared by the leader of the group.

Why does this happen?

- Group leader thinks they've been clear
- Group leader is worried they haven't actually been clear

Examples

- Does that make sense?
- Did everyone understand?
- Do you want to spend any more time on this topic?

Try this instead

- What questions do you still have? (assumes there is a question)
- Who needs more on this?
- What other information is still needed?

Your turn

Now it's time for you to determine your own experience using the questions to avoid when leading your own past group. Consider each one and decide how often you might've been using them.

Not asking questions



Asking closed questions



Asking assumed agreement questions

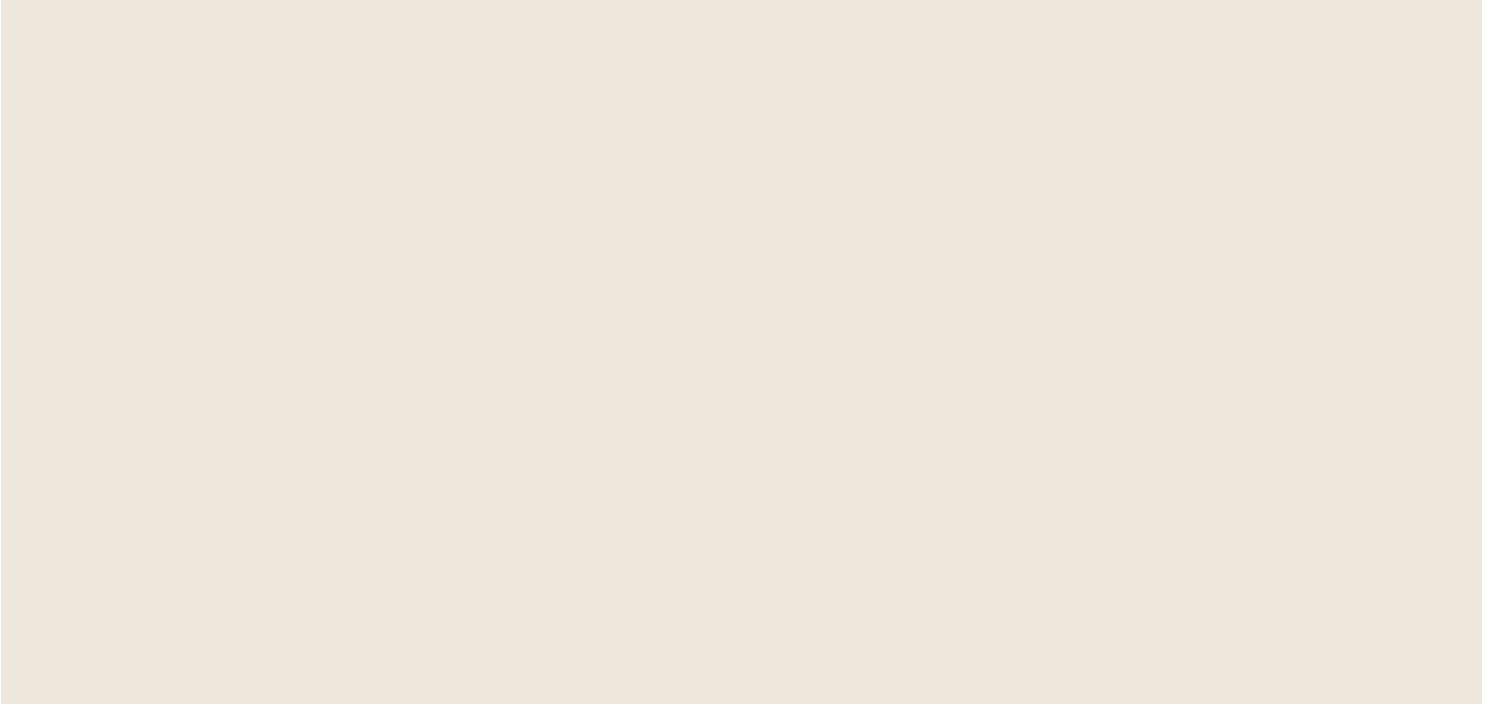


Asking assumed understanding questions



Question asking strategy

Plans to avoid these questions in your future groups



Question asking strategy

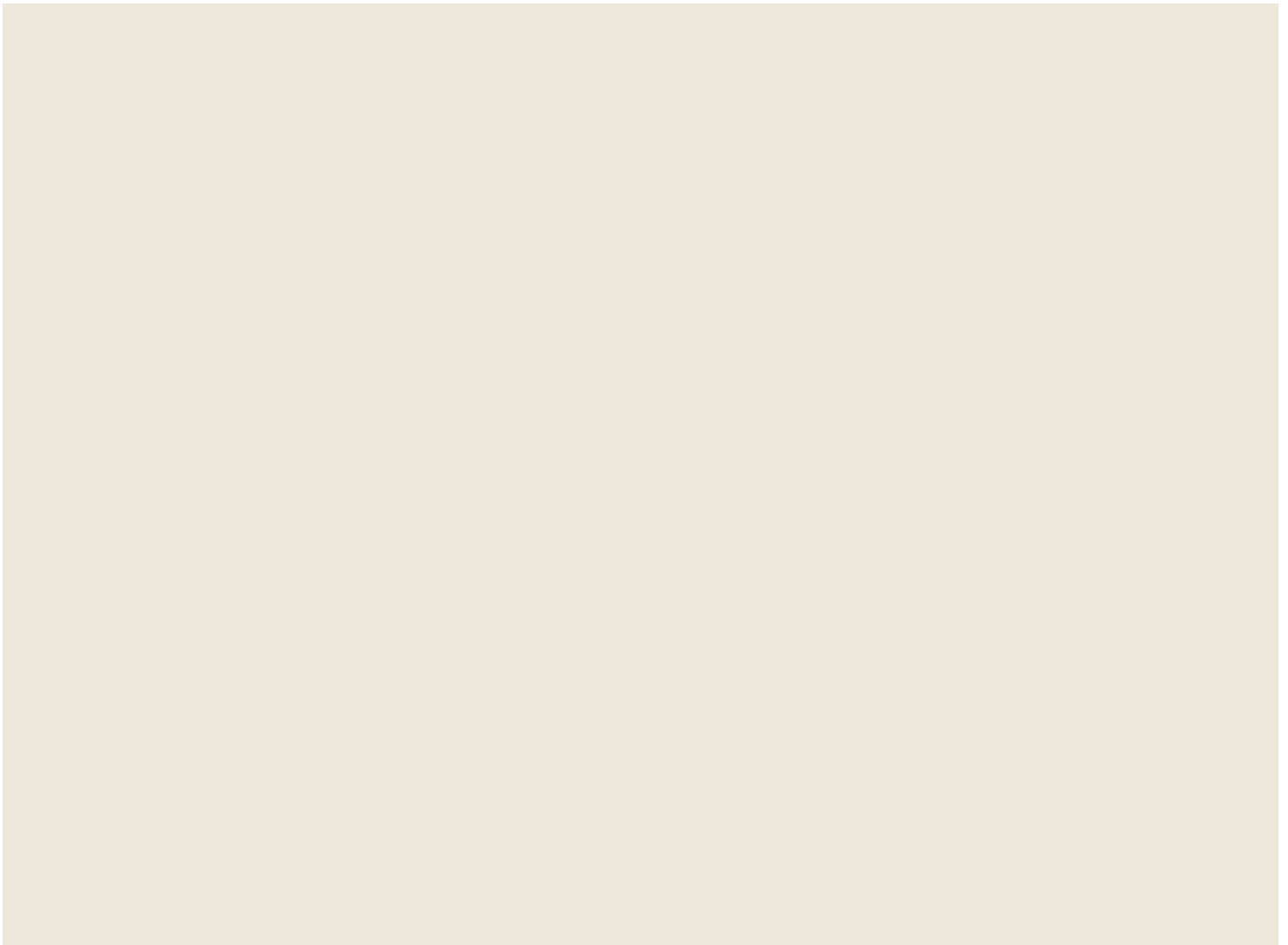
How can you incorporate silence into your question asking strategy?

How can you get more comfortable with silence?

Question asking strategy

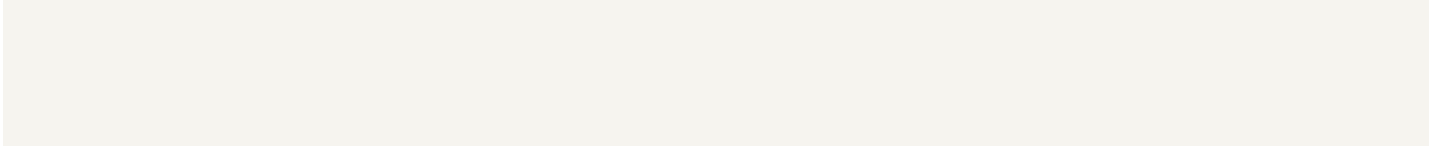
You've gone through all the audio sessions and hopefully along the way you've been putting your question strategy together. Here is where you can pull it altogether.

- Consider how you will use questions to ensure connection and results happen in your group
- Determine how you will include all 3 questions types
- Don't forget about the types of questions to avoid
- How will you include and get comfortable with silence?

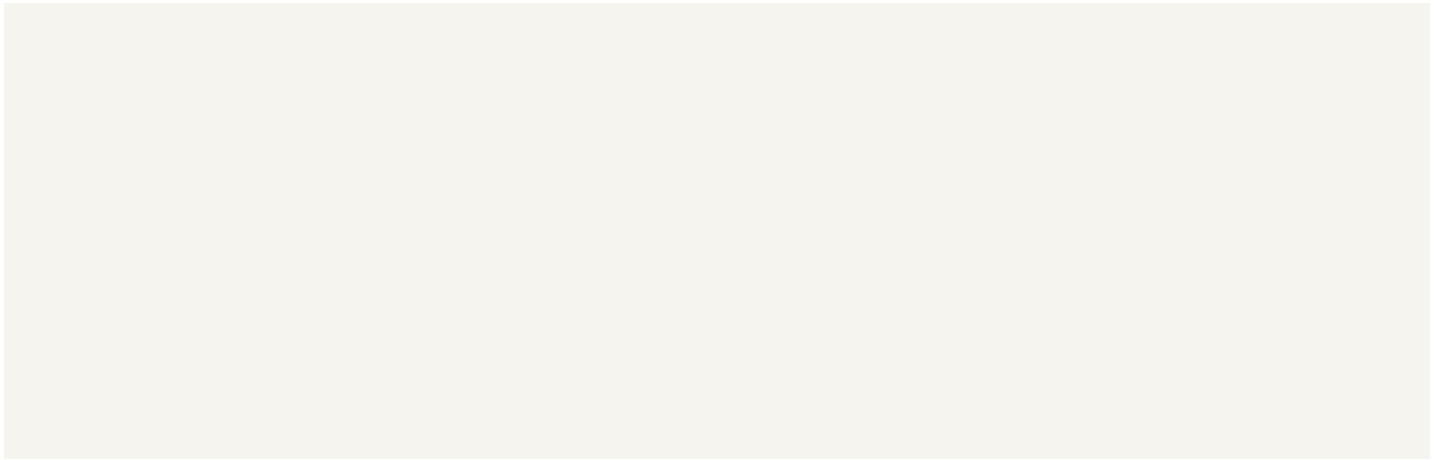


Your go forward plan

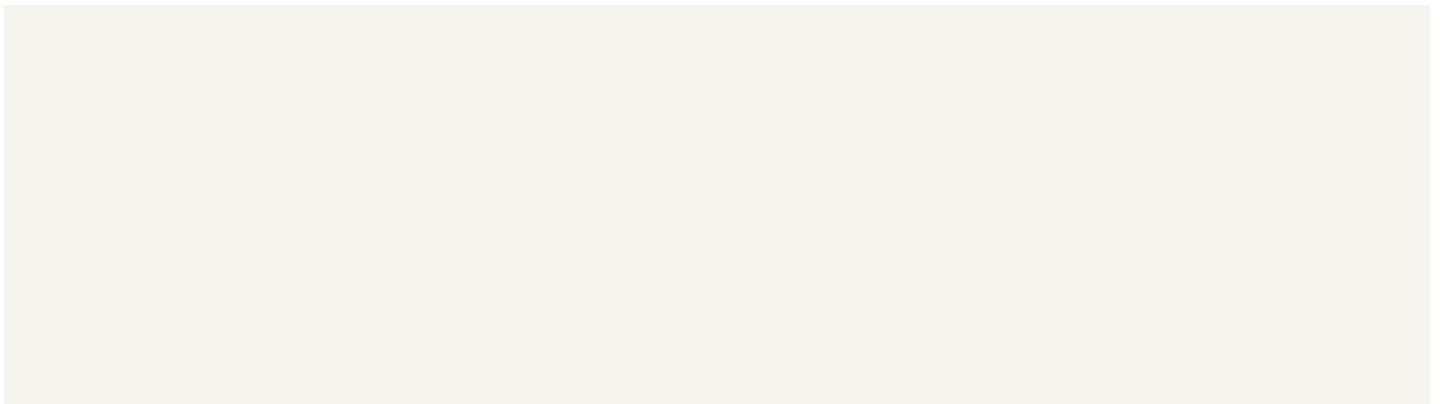
Choose one area to focus on

A large, empty rectangular box with a light beige background, intended for the user to write the area they want to focus on.

Actions to take

A large, empty rectangular box with a light beige background, intended for the user to list the actions they need to take.

Support you need

A large, empty rectangular box with a light beige background, intended for the user to describe the support they need.

YOU DID IT!

You have mastered the Art of Asking Questions in groups. You've even come up with your own plan to make sure you are using questions to create opportunities for connection and results effectively.

You also get an additional courtesy private 45-minute Enrichment Session with me, Kerry Dobson, to discuss your unique group program, your area of focus, and your question asking strategy.

You can book that by going to
www.jjdak.com/book-enrichment-session

I look forward to chatting with you and learning more about your future group!

