

Questions

Basics and preparation for excursions

Peter van Gastel

The beginning

- Questioning by Plato
- How can questions help to make things clear?
- For the questioner?
- For the answerer





Questions

Who determines the outcome of the questioning?

Who is in control if questions are asked?

 What is the main benefit of questions compared to a presentation?

What has to be done after questioning?



Learning at HAS: Excursions

What do Dutch like and expect?

 Silence? No, Dutch hate obedience and quiet listening



 No they expect questions and like discussion



Learning at HAS: Questions

- Students formulate questions
 - Own learning questions
 - To solve a problem
 - To search information form literature, but also from real world
- Peer review
 - Students ask questions to each other
 - In research/project start up
 - In writing report



Bad questions



Good questions

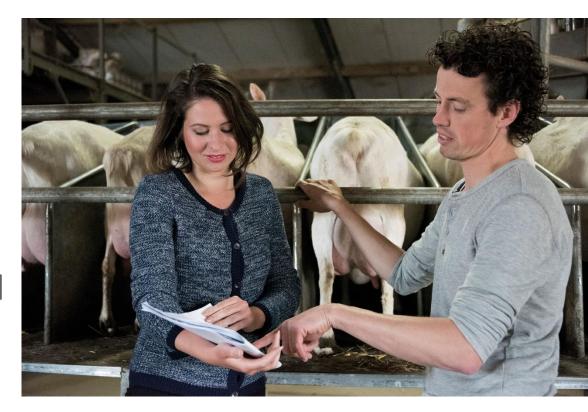


Interview

Semi structured

 Prepare to many questions

Check website and google and





Summary at excursion

 Make a summary at the visit to be sure you understand well

Make a summary after the visit

 Ask for help for now and later from home





Excursion is also networking

- Develop your own network, but also your host
- Business cards and send summary with thank you afterwards

Also later from home

- It is just as important who you know as what you know...
- And gratitude is a nice free gift everybody likes



Ready to go? and make your own questions?



Principles of Constructive Listening

Inactive listening	Active listening	Interactive listening
Least constructive		Most constructive
Meditation Listening to radio Watching TV	Interviews Attending lectures	Conversation Coaching Meetings

Source: Skills Sheets, Pearson, 2018



Specific preparation: setting the scene

- Background of your respondent
 - Respondent's position in the organisation
- Interview objectives
 - State your possible expectations regarding the interview
 - Think about compensation of the time that your respondent has `lost`, for instance by giving an ideas or inspirations
- Think about the impression
 - Friendly and inquisitive → want to know respondent`s answer
 - Searching → asking your respondent to become actively involved
 - Confrontational, posting or assertive → heading to debate or even an argument



At the start of the interview

- Positive atmosphere
- Outline the interview
- Start with "W"
 - Who are you? → Use a business card
 - Why are you here? What are your expectations?
 - What are you going to do with the information?
 - How are you going to conduct the interview
 - State how much time is the interview going to take
 - Set a new date
 - Decide on the priority of questions





Asking questions



- Short and clear questions
 - For complex question you can receive complex answer
- Try to ask all of your questions, but use your improvisation and real interaction



During the interview

- First observations
 - Name of the respondent
 - Start time and the location of interview
- Name interviewee
 - You can use business card as a reminder
 - Call interviewee by name, it will release barriers
- Try not to be judgmental
 - Show your interest
- Time management



