

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 from 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, posing 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

