Benni De Jagere

ASKING QUESTIONS TO GET MEANINGFUL ANSWERS

WHO AM I

Power BI CAT

dataMinds.be Member
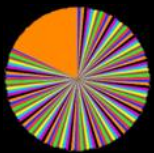
@BenniDeJagere

/bennidejagere

/bennidejagere

#SayNoToPieCharts

OBJECTIVES

Emphasize on importance of questions

Lay out basic elements

Provide food for thought

NOT The absolute truth, but a personal take

WHY BOTHER?

WHY DO WE ASK QUESTIONS?

IT SPURS LEARNING

IT STIMULATES DISCUSSION

IT FUELS INNOVATION

IT BUILDS TRUST

WE NEED TO ASK MORE QUESTIONS

By not asking questions we:
- Miss out on opportunities
- Can create a false image
- Risk incorrect data/opinions
- We lose time and efficiency

"Don't ask, don't get"

CONDITIONS

DO YOUR RESEARCH

We need to ask questions. But ..
A few small steps go a long way
  Are there existing materials?
  Has the question been asked before?
  Can you deduct the answer?

Can you really expect someone to
put in more effort than you?

FIND RIGHT AUDIENCE

Consider who you engage

Balance the number of recipients

Be mindful of their workload

If possible, verify before asking

RESPECT

Respect other parties involved
They carve out time to help
Situations may be at play
"**Please**" and "**Thank you**" go a long way

Treat others the way you want to be treated

BE HONEST

Avoid hiding ulterior motives

Provide **facts** about

      Severity

      Timing

      Consequences

Build on trust

It's easy to break, hard to restore

MANAGE YOUR EXPECTATIONS

Be realistic about timing
Not every question has an answer
Prepare yourself for a negative reply

THE BUILD-UP

PROVIDE CONTEXT

Context is key

Recipients might not have your subject matter expertise
Provide (concise) information to support the query

But here's the tricky part ..

BALANCE INPUT

What is too much information, and what is too little?

Can I have a drink, please?

Can I have a Twinings English Breakfast Tea? With sugar and a splash of milk, please.

Can I have a Golden & Well Rounded English Breakfast Tea from the appointed by her Majesty Queen Elizabeth II Tea & Coffee Merchants R. Twining and Company Limited. Water boiled to 100°C, then brewed for 2-3 minutes, with a portion of refined sugar and a splash of milk? Please.

CLOSED QUESTIONS

Closed questions tend to get short answers
    Yes, no, maybe, it depends

Can you do ..

Is it possible to ..

Can feature x be used for ..

Is product A better than product B ..

OPEN QUESTIONS

Open questions tend to get more elaborate answers
Wording/Phrasing is crucial

How can you do ..
Why is it possible to ..
What can feature x be used for ..
When is product A better than product B ..

DESCRIBING A PROBLEM

PROBLEM:

Concise description of behaviour/situation

STEPS TO REPRODUCE:

Concise, yet enough information is given

EXPECTED (DESIRED) BEHAVIOUR:

What did you expect would happen?

What would you like to have had happened?

OBSERVED BEHAVIOUR:

What actually happened, describing the key variables (messages, errors, pop-ups, ..)

THE

CONVERSATION

OPENING THE CONVERSATION

Use the conventional methods in your org
Consider the target audience, and what works best

CLOSING THE CONVERSATION

Make sure you understand the input
Ask follow-up questions where needed
Summarize your key points
After everytying has been covered
    Close off
    Be thankful

THANK YOU!