Smart Question

Hướng dẫn của Chip Heath và Dan Heath

Content

01 What is smart question?

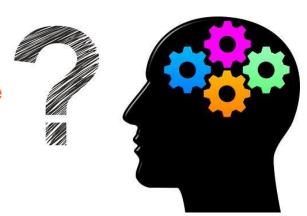
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1. What is Smart Question?

A smart question aims to optimize information gathering and stimulate creative thinking, often designed for exploring, problem-solving, or understanding on a specific topic.

The qualities of a Smart Question include:

- Aims for essential information
- Promote Discussion
- → Multidimensionality and enhancement
- Details and clarity
- Engages Critical Thinking

02. When should I ask a Smart Question?

- → Problem-solving
- → Learning and Education
- → Team Building
- → Leadership and Management
- → Decision-Making
- → Personal development
- → Strategic Planning



Tip:

Choosing the right question at the right place and time can greatly contribute to personal development.

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03 Why are Smart Question important?

- Builds strong relationship
- Expands job proficiency
- Gain valuable
- Define problems => Lead to clear vision issues
- Specific information => Detail answer
- Promotes Learning => Knowledge Acquisition
- Improve Leadership and Guidance



Tip:

Understand the nature of smart questions

— 04 How to ask Smart Questions in 6 steps ?

1 Think about what you already know

Confirm what you want to learn

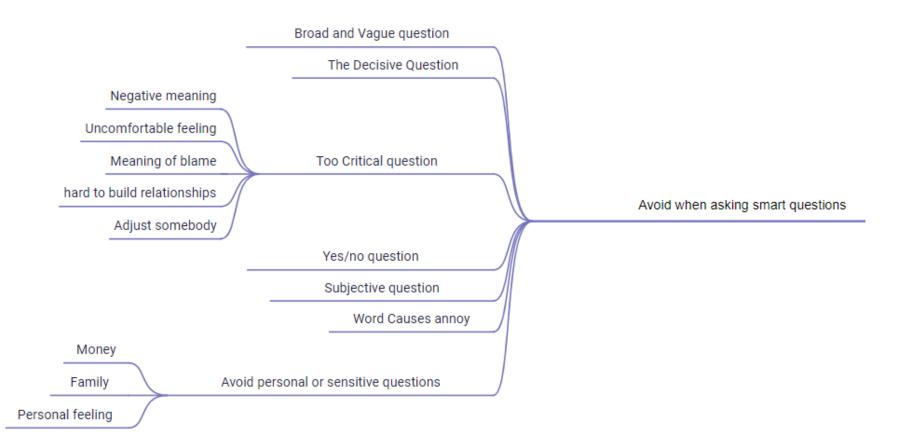
3 Create a draft of your questions

4 Refine your questions

5 Ensure simplicity

6 Ask your questions confidently and politely

05. Avoid when asking Smart Questions?



06. Example



Job Interview

X Common question: How is my salary paid by your company?

Smart question:
How does your company ensure
prioritizing diversity and equity in salary
calculation?

- 06. Example

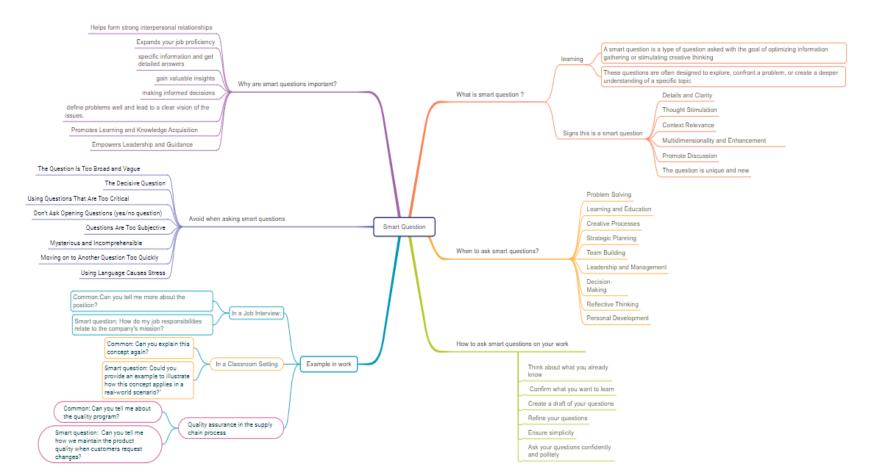


Product quality

X Common question: Can you tell me about the quality program?

✓ Smart question:Can you tell me how we maintain the product quality when customers request changes?

Conslusion





Thank you