

## Content

Ask before you ask .....	3
Complex questions.....	3
To understand something better .....	3
To understand code .....	3
Asking for goals and purposes .....	4
Questioning the questions.....	4
Challenging information, data, and experience.....	4
Question inferences and conclusions. ....	4
Questioning concepts and ideas .....	4
Questioning assumptions .....	5
Challenging views and perspectives .....	5
Clarity questions .....	5
Precision questions .....	5
Accuracy questions .....	5
Relevance questions .....	5
Confirmation questions .....	6
Questions to ask when reading .....	6
Questions to obtain data .....	6
Questions to obtain personal opinion .....	7
Asking inferring something to rule out facts or things .....	7
Smart Question Model.....	7
1. To solve problems.....	7
2. Information questions.....	8
3. Implication questions and consequences.....	8
4. Questions vision .....	8
5. Action Questions.....	8
Model to solve work problems or technical aspects .....	9
Framing questions.....	9
1. Deviation description questions .....	9
2. Problem analysis .....	9

3. Change analysis questions .....	10
4. Questions to discover the major cause.....	10
Interpersonal Problem Solving.....	11
1. Defining the interpersonal problem .....	11
2. Finding the solution .....	12

## WHAT-AS-WHY-FOR-WHAT-WHEN-WHERE-WHOM

**"Don't look for answers, look for questions"**

**"The quality of the answer is in the quality of the questions".**

**"You want a good answer? Ask a good question."**

### Ask before you ask

What question can I ask?

What answer do I want to get?

What should I focus on when I ask?

What is the purpose of my question?

What exactly do I want with this question?

Do I need to ask direct questions?

Do I want a quick answer or to go deeper into the point?

Will your answers determine the final decision I make or is it informative?

What question am I not asking and why?

What question should I not ask and why?

What question can I ask for the type of answer I want?

What do I want and what don't I want?

What questions are in this question?

Do I need to break my question into parts in order to get the answer I want?

### Complex questions

What questions are inside this question?

Can I divide the question into parts?

Can I answer in parts?

### To better understand something

If you had to explain it in one sentence, how would you say it?

If you had to say it in other words, what would they be?

Can you give me an example?

### To understand code

How do I use this code?

When do I use this code?

What would be the use cases for this code?

What can I do with this code?

Have you read the class?

What does it say?

What exactly is my question?

## Asking for goals and resolutions

What are we trying to achieve here?

What do we want to obtain?

What is the purpose of this meeting, chapter, relationship, policy, law?

What other goals/factor/thing do we need to consider?

## Questioning the questions

I'm not sure exactly what question you're asking. Can you explain it?

Is this question the best question at this time, or is there another, more important question we need to focus on?

Do you agree or do you see another question in the matter?

Should we ask the question (problem, issue) this way... or this way...?

From a conservative point of view, the question is ... from a liberal point of view, the question is.... What is the best way to expose it, in your view?

## Questioning information, data, and experience

What information do you base your comment on?

What experience convinced you of this?

Could your experience be distorted?

How do we know this information is accurate?

How can we verify it?

Have we missed any information or data that we need to consider?

What is the basis for this data?

How did they develop?

Is our conclusion based on solid facts or uncertain data?

## Question inferences and conclusions.

How did you come to that conclusion?

Can you explain your reasoning?

Is there an alternate conclusion that is possible?

Given the facts, what is the best possible conclusion?

## Questioning concepts and ideas

What is the central idea you use in your reasoning?

Are we using the appropriate concept or do we need to reconceptualize the problem?

Do we need more facts or do we need to rethink how we qualify facts?

Is our question legal, theological or ethical?

## Questioning assumptions

What exactly do you take for granted here?

Why do you presume that?

On the other hand, shouldn't we presume...?

What assumptions underpin our view?

What alternate assumptions can we form?

## Challenging views and perspectives

From what point of view do we look at this?

Is there another point of view we should consider?

Which of these views makes the most sense given the situation?

## Clarity questions

Am I clear on what he said?

What part of what he said was not clear to me?

Can you explain what he is saying? -> explain yourself

Could you give me an example or illustration of your point?

Did I understand correctly or did I misunderstand you?

If I misunderstood what can I do to understand correctly?

## Precision questions

Could you give me more details about that?

Could you be more specific?

Could you please elaborate on your concerns?

## Accuracy questions

How can we check to see if it is true?

How can we verify these alleged facts?

Can we have confidence in the accuracy of this data given the source from which it is derived?

## Relevance questions

I don't see how what you said relates to the question. Could you show me how it is relevant? Could you explain the connection you find between your question and the question we are focusing on?

## Confirmation questions

How can I confirm what you are telling me?  
If I understood you correctly you mean that you don't agree?  
If I understand correctly, you mean you agree?  
What did he mean by that statement?  
Could you describe your position further?  
What do you mean by that?  
You mean you are interested in the proposal?  
What does it mean when you tell me that you must analyze the subject?  
Can you give me a little more information

## Questions to ask when reading

Why am I reading this?  
What is my purpose?  
What am I going to gain from this?  
What is the author's purpose?  
What can I learn about the author's point of view by carefully reading the title as well as the preface, introduction, and table of contents?  
From paragraph to paragraph, can I summarize in my words what the author says?  
What questions do I have?  
Is there a part of this sentence or paragraph that I don't understand?  
Which part am I not sure about?  
Which part am I clear on?  
If I don't understand something, is the author inaccurate or is there a problem with my reading?  
What questions do I have?  
How important is it for me to answer these questions before reading on?  
Do I understand the meaning of key terms or do I need to look them up in a dictionary?  
Does the author use keywords in a normal or extraordinary way?  
Are the facts presented credible or should I question them?  
What are the most significant ideas in this text?  
How is what I read relevant to me?  
How can I connect it to what is important or will be important in my life?  
What is the nature of the question in the text?  
Do I clearly understand the complexities in it?  
Do I need to research the matter further in another text before continuing with this text?

## Questions to obtain data

How many pieces were manufactured today?  
What is the sales volume of zone four?  
How many times have we had this problem?

## Questions to obtain personal opinion

What is your opinion about the new product?

Which one do you like the most?

Can you tell me which one you mean?

## Asking inferring something to rule out facts or things

Why did you hit the dog? I wasn't even there

How often do you wash your car? I don't have a car

## Smart Question Model

### 1. To solve problems

What exactly is the problem?

What is the origin of this problem?

What are the causes of the problem we have today?

Where did these causes arise and why?

Can this problem be broken down into smaller problems?

Which of the minor problems can we start with?

How does this problem affect others?

How many times have we had this problem?

Do I need to break the problem into multiple problems and analyze each one separately?

What kind of problem is it?

What kinds of things will I have to do to solve the problem?

What steps should we take to solve this problem and prevent it from happening again?

How do we prevent this problem from happening again?

Is this a problem I created?

If so, how can I avoid creating problems like this in the future?

What information do I need to solve the problem?

How can I get the information?

What are the different ways you could reasonably interpret the information relevant to the issue?

Have I kept an open mind in considering different ways of analyzing information, or do I refuse to consider any information?

Do I have a closed mind?

What can I do in the short term?

In the long term?

What parts of the problem are under my control?

Which parts are not?

How do money, time and power limit me?

What are my options?

What are the advantages or disadvantages of each option?

How can I approach this problem in the most logical way possible?

Should I deal with the problem right away or should I approach it slowly and carefully?

What are the advantages of each strategy?

What implications would follow if I decide to act this way instead of the other way?

Did I really solve the problem or does it still exist?  
Do I need to change my coping or my strategy?

## 2. Information questions

What information do we have?  
What information do I need to answer the question or situation?  
On what information do you base your comment?  
Do you have any experience in this area?  
What information do we have to make this decision?  
Where does this information come from?  
Can we validate it?  
What historical data do we have on this subject?

## 3. Implication questions and consequences.

What do you imply when you say...?  
If we do this, what is likely to happen as a result?  
Are you implying that...?  
Have you considered the implications of this policy or practice?  
What are the implications of what I want?  
What are the implications or consequences of my reasoning?  
What effect does it have?  
What are the implications of what you are saying?  
How does this problem affect others?  
If we make that decision, what could happen to the expected results?  
What will be the consequence of doing this?  
What other affects might be affected by this decision?

## 4. Questions vision

How do I visualize the solution?  
What do I infer or deduce from the topic?  
How do I want it solved?  
How do I see the way to the solution?  
How would I like to see the problem solved?  
What alternatives do I see to solve the problem?  
Given all the points that were interpreted, what options do I see?

## 5. Action Questions

What action will I take?



What is the key question I need to answer to solve the problem or situation?  
What steps should I take?  
What has this analysis led us to?  
What decision should we make?  
What have we finally obtained with the process of logical reflection?  
What can we conclude?  
What do we realize now?  
What actions should we take after the analysis?

## Model to solve work problems or technical aspects

### Framing Questions

**WHAT YES AND WHAT NO?**  
**WHY YES AND WHY NO?**  
**LIKE YES AND LIKE NO?**  
**WHERE YES AND WHERE NO?**  
**WHEN YES AND WHEN NO?**  
**HOW MUCH YES AND HOW MUCH NO?**  
**WHO IS AND WHO ISN'T?**  
**WHY YES? WHY NOT?**

### 1. Deviation description questions

What happened and why?  
What didn't happen and why?  
What was expected and why?  
What was not expected and why?

### 2. Problem analysis

**WHAT YES AND WHAT NO**  
What is the problem?  
What's not the problem?  
What happened and why?  
What didn't happen and why didn't it happen?  
What is the problem?  
What don't we know about the problem?  
Was it an accident?  
What wasn't?  
Was it something that was expected?  
Was it unexpected?  
Has it happened before?

**WHY YES AND WHY NO**  
Why did it happen this way?  
Why didn't it happen any other way?

What didn't happen that could have happened?

#### **WHERE YES AND WHERE NO**

Where did it happen and why there?

Where didn't it happen and why not there?

In what other areas did it happen?

In what other areas did it not happen?

What part of the process happened?

What part of the process did or did not get damaged?

#### **WHEN YES AND WHEN NO**

When did it happen and why on that date?

When did it not happen and why not on that date?

When were we informed?

When we were not informed?

When did it happen?

At what point did it not happen?

When were we informed?

When were we not informed and why were we not informed at the time?

#### **HOW MUCH YES AND HOW MUCH NO**

How much is the problem?

What size is not the problem?

What is the size of the problem?

Which one isn't but could have been?

How much of the total was damaged?

How many were not damaged and why were they not damaged?

How much was the problem?

How much and what type is not damaged?

### 3. Change analysis questions

Were there any changes or anything different at the time the problem arose?

Can we identify if changes were made?

Something did not comply with the standard/rule/documentation?

Was anything different done?

What changes were made to the maintenance/code/process?

What decisions were made other than the standard/rule/documentation?

What did you do differently that you don't normally do?

What changes occurred that are generally not made or prohibited?

Did anyone act differently or do anything out of the routine?

### 4. Questions to uncover the major cause

When one hypothesis answers all the information we have then that is the most likely cause.

What hypotheses have I made to discover the major cause of this problem?

How does the hypothesis confirm/explain that we have this problem?  
How does hypothesis 1 confirm/explain that the problem occurred?  
How does this hypothesis confirm/explain that the problem happened where it did?  
How does this hypothesis confirm/explain that the problem happened at the time it did?  
How does hypothesis 1 confirm/explain the problem, where it occurred and why it did not occur elsewhere?  
How does it confirm/explain hypothesis 1 that the problem occurred on that day and at that time and not at another time?  
How does this hypothesis confirm/explain that the problem happened according to the magnitude or dimension in which it happened and not a larger one?  
How does it confirm/explain hypothesis 1 that the problem has this dimension and has not been a bigger one?  
How does this hypothesis confirm/explain the changes that were made other than the standard?  
How does hypothesis 1 confirm/explain the changes that occurred at the time of the events?

## Interpersonal problem solving

How distant am I from the other person?  
Why do you think that way?  
Do you have a win/win attitude or do you just want to win?  
How can I reconcile the parties if we are so far apart?  
There are many personal judgments?  
The posturing keeps us away from a possible solution?  
Is the problem being taken into account or is it just emotions running through the positions?  
Are we speaking the truth or are we spinning the issue?  
How objective are we being?  
Are there emotional wounds from the past that may limit agreement?

## 1. Defining the interpersonal problem

Who is involved in the problem?  
Who wouldn't?  
Where did the problem occur?  
Where not?  
When did the problem occur?  
When did it not happen?  
How much is the problem?  
How much is not the problem?  
What do we want to achieve?  
What don't we want to happen?  
What unites us?  
What distances us?  
What do we have in common?  
On what points are we not in common?  
What could we be happy with?  
What don't we want to discuss?  
We are both satisfied with that goal?

What is it that we are not satisfied with?  
What is the minimum to achieve between the two?  
What scenario do we not want?  
Have we been honest with this objective?  
What do we not want to come up in the discussion?  
What do we want to integrate into the discussion and what don't we want?  
Does this problem cover both or one of the parties? What is not covered  
How committed are you to solving this problem?  
Are you interested in solving this problem or is it not relevant to you?

## 2. By finding the solution

Did we find a better alternative than the initial positions we had?  
The solution we found is superior to the previous ones we had individually?  
Do the solutions we have now solve the objective set by both?  
Do we still have insurmountable positions?  
Can we leave some of the ideas for further discussion?  
Did we find the final solution to the problem by defining the objective?  
Were we able to separate the problem from the person and have we stopped judging?  
Do we now have a new vision of the solution or do we have to lower the target expectations?  
Do we have emotional problems between us that do not allow us to reach our goal?  
Will we have to resolve our emotions first and then attend to the common goal?  
Do we need another round of discussions to iron out the differences?  
How much time can we give ourselves for the final solution?  
Do we have a win/win attitude?  
The solution we achieve is better than what we had at the beginning, even if it is not what we ideally want?  
Did we finally find the third superior alternative that best solves the problem?  
Can we leave some issues for later negotiations and start working with the agreements we have reached today?