

Effective questioning works wonders

It can be said, for many people, jumping to conclusions is the most exercise they get on a weekly basis. Unfortunately, most of us fit into this category sometimes. To regain control of missed communication, try asking good questions. Ask open ended, who, what, why, where, when and how questions, and at the correct time, as questions that give you a “yes” or “no”. Good questions enhance most conversations.

Activity – 2-5

Recovering missing information with a good question

You may jot down the below chart, or print this activity to complete it.

Complete that chart below by creating a question that will help recover missing information. Identify if it is an example of deletion, distortion or generalization.

Statement	Process	Question
They don't understand.	<input type="checkbox"/> Deletion <input type="checkbox"/> Distortion <input type="checkbox"/> Generalization	
You're late; you don't respect me.	<input type="checkbox"/> Deletion <input type="checkbox"/> Distortion <input type="checkbox"/> Generalization	
My co-worker doesn't like my ideas.	<input type="checkbox"/> Deletion <input type="checkbox"/> Distortion <input type="checkbox"/> Generalization	
My manager never talks to me.	<input type="checkbox"/> Deletion <input type="checkbox"/> Distortion <input type="checkbox"/> Generalization	

COMM 218: Communicating Effectively

We can't deal with it.	<input type="checkbox"/> Deletion <input type="checkbox"/> Distortion <input type="checkbox"/> Generalization	
There is nobody running this department	<input type="checkbox"/> Deletion <input type="checkbox"/> Distortion <input type="checkbox"/> Generalization	

Compare your questions with others in the **Discussion 2-3: Effective Questioning** topic in the Discussions area.