1. Questions are the key part of how we communicate and

they are essential part of our relationship building strategies.

1. We use questions to get information to understand

other people.

* 1. Their Thoughts.
  2. Their feelings.
  3. Their emotions.
  4. Their intentions.
  5. Their motives.

And all sort of other issues so that we understand the other person or at least that is the theory.

1. If we get to the bottom of the line, there are essentially two different types of questions.
   1. Open Questions:
   2. Closed Questions:
2. 😊 now you may be rolling your eyes and throwing things on the screen and saying “Richard yes of course, we heard about it already”.

Richard: Yes of course, you heard but the issue is how well we execute this theory.

Bear with me a little bit.

1. **Closed Questions**: It is closed question that has a simple “Yes” or “No”. Grammatically Correct too and it technically closes the conversation down.
2. **Open Questions**: They are called open questions as they have the tendency
   1. To open a conversion up,
   2. To encourage people to give us the information that we can use to make our judgements, and build our relationships on.
   3. To Create a much better opportunity to understand the other person.
3. But the challenge is that we tend not to use these questions in the way that we think.
4. So, let’s explore it further and see where it takes us.