

AGENDA

What is Smart Questions

**Why Are Smart Questions
Important**

How to ask Smart Questions

Examples of Smart Questions

I. What is Smart Questions

A smart question is one that provokes **critical thinking** and opens up **new perspectives** for **exploration** and **discussion**.



II. Why Are Smart Questions Important

1

Respondent

2

Questioner



1. Respondent

1

Easy to understand

Reduce the chances of misunderstand.

2

Effective Communication

Make it easier for respondents to articulate their thoughts, feelings, or experiences.

3

Spend less time

They stimulate creative solutions and promote innovation within teams and organizations.

2. Questioner

1

Easy to answer

Smart questions lead to deeper insights and a clearer grasp of complex concepts.

2

Enhanced Communication

They foster meaningful dialogues and strengthen interpersonal connections.

3

Innovative Problem-Solving

They stimulate creative solutions and promote innovation within teams and organizations.



How to ask Smart Questions

1

Clarifying Questions

Asking for specific details or examples to ensure a clear understanding of a task or project.

2

Challenging Assumptions

Posing questions that encourage reevaluation of established beliefs and practices.

3

Feedback Elicitation

Using open-ended questions to gather comprehensive feedback and diverse perspectives from team members.

Examples of Smart Questions

X-Y-Z formula

- **X:** This represents the context of the situation or the problem you encountered.
- **Y:** This stands for the actions you took to address the situation or solve the problem.
- **Z:** This is the outcome or result of your actions.

