

Course : Ask questions to better understand, convince and decide

Clarify the issues, overcome objections and achieve your objectives

Practical course - 2d - 14h00 - Ref. ECT

Price : 1610 CHF E.T.

★★★★☆ 4,3 / 5

Good questioning helps to establish a constructive exchange and to reach an agreement. This course will help you identify the different types of questioning. You'll learn how to better question your interlocutors to focus your conversations on the objectives you've set yourself.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Ask questions to establish an interactive and constructive exchange
- ✓ Learn how to get people to talk to you to achieve your goals
- ✓ Questioning to progress, convince and decide
- ✓ Adopt a listening attitude for better questioning
- ✓ Dealing with sensitive issues that affect the quality of the relationship

Intended audience

Anyone wishing to develop their ability to interact effectively with others in professional communication situations (sales interviews, HR, recruitment...).

Prerequisites

No special knowledge required.

Course schedule

PARTICIPANTS

Anyone wishing to develop their ability to interact effectively with others in professional communication situations (sales interviews, HR, recruitment...).

PREREQUISITES

No special knowledge required.

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

1 Why use questioning?

- Understand the usefulness of questioning.
- Questioning as an essential tool in the communication process.
- Adopt a listening attitude for better questioning.
- Remember the six key points of interpersonal communication.
- Decoding different message levels - Metalanguage.

Hands-on work

Self-diagnosis of your questioning practice.

2 Use multi-level questioning techniques

- Differentiate between question and statement.
- Prepare to ask questions and receive answers.
- Ask questions to open and maintain dialogue.
- Get accurate information by asking the right questions at the right time.
- Dealing with sensitive issues that affect the quality of the relationship.

Hands-on work

Practice multi-level questioning techniques.

3 Know how to question your interlocutor's metalanguage

- Discover the metamodel, a tool for questioning metalanguage.
- Know how to question the specifics of language: precise facts, presuppositions, judgments, distortions and generalities.
- Formulate constructive questions for yourself and the other person.
- Handle objections and bounce back.

Hands-on work

Practice dealing with objections using the metamodel.

4 The art of questioning for effective relationships

- Match your questioning to your objective.
- Maintain control of the dialogue while respecting the other party.
- Question to progress, convince and decide.
- Know how to respond using assertive communication.

Hands-on work

Simulations of high-stakes business dialogues.

5 Concluding the dialogue

- Identify the key elements for a successful conclusion.
- Presentation of different conclusion techniques.
- Maintain control until the end of the dialogue.
- Ensure consistency between verbal and non-verbal communication.

Hands-on work

Practice closing interviews using the different techniques proposed.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

REMOTE CLASS
2026 : 25 June, 5 Nov.