



## 2023 PROFESSIONAL STAFF CONFERENCE

ENERGISE. ENRICH. EMPOWER.  
Realising Our Future

**Keynote session:** Ask better questions, get better answers

**Keynote speaker:** Kirk Docker



**EVERYONE DESIRES TO BE UNDERSTOOD**

**HOW TO  
ASK BETTER  
QUESTIONS**

**TO GET MORE  
INTERESTING  
ANSWERS**

**WHAT ARE YOU  
TRYING TO ACHIEVE  
WITH THE IV?**

**ASK QUESTIONS  
WITH THE AIM OF  
UNDERSTANDING  
THAT PERSON**

**WHAT DOES  
AUTHENTIC  
EXPRESSION  
LOOK LIKE?**

**NOT TRYING TO IMPRESS OR  
SECOND GUESS WHAT TO SAY**

**BE ABLE TO DROP THE FACADE  
AND BE THEMSELVES**

**FEEL COMFORTABLE TO SAY ANYTHING  
BECAUSE THEY WON'T BE JUDGED**

# FEAR

SAYING THE WRONG THING  
LAUGHED AT  
LOOKING STUPID  
MISUNDERSTOOD  
BEING UNLIKED  
CONSEQUENCES

# DEFLECT

HUMOUR  
WITH THEORY  
I DON'T KNOW  
UNTRUTHS  
EMOTION



**HOW  
DO YOU  
DEFLECT**

**WHEN YOU  
DON'T WANT  
TO ANSWER  
SOMETHING?**

**YOU CAN'T  
ASK THAT**

**MELB UNI  
PROFESSIONAL STAFF**

**PLAN**

**IV**

**WHAT  
DO YOU  
WANT TO  
ASK?**

**CHALLENGES YOUR  
BIASES OR ASSUMPTIONS**

**ILLUMINATING**

**FEEL STUPID OR  
AWKWARD TO ASK**

# **BRAINSTORM A QUESTION TO ASK SOMEONE IN THIS ROOM**

**CHALLENGES YOUR ASSUMPTIONS OR BIASES**

**ILLUMINATING**

**FEEL STUPID OR AWKWARD TO ASK**

**TEST THE  
QUESTION  
ON YOURSELF**

**CAN YOU ANSWER IT?**

**INTERESTING OR BORING?**

**PERSONAL OR THEORETICAL?**

**HOT SEAT**

**DEMONSTATION**

# THE INTERVIEW

**HOW TO  
HELP PEOPLE  
FEEL COMFORTABLE  
QUICKLY**

**HOW TO  
READ  
PEOPLE IN  
THE MOMENT**

**4 TECHNIQUES  
TO ASK  
BETTER  
QUESTIONS**

**HOW TO  
CLOSE THE  
CONVERSATION  
POSITIVELY**



**HOW TO  
HELP  
PEOPLE FEEL  
COMFORTABLE  
QUICKLY**

**SWITCH ON**

**FIND COMMON GROUND**

**BE TRANSPARENT  
AND PROFESSIONAL**

HOW TO

READ  
PEOPLE  
IN THE  
MOMENT

**GENUINELY LISTEN + GIVE A SHIT**

**USE THE WEALTH OF YOUR EXPERIENCE  
TO TRANSPORT INTO THEIR SHOES**

**4 TECHNIQUES  
TO ASK  
BETTER  
QUESTIONS**

**PLAN vs IN THE MOMENT**

**CURIOSITY vs INTERROGATION**

**SHUT UP & LISTEN**

**BE PLAYFUL**

**HOW TO**

**CLOSE THE  
CONVERSATION  
POSITIVELY**

**PLAN HOW YOU BRING THEM OUT**

**ACKNOWLEDGE THE EFFORT**

**CLEAR ABOUT NEXT STEPS**

**BE CONSISTENT**

**THESE SKILLS**

**TAKE PRACTICE**



**KIRK  
DOCKER**