

#### 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 ASK BETTING OF THE CONTROLL OF THE CONTROLL

# TOGET MORE INTERSTING ANSWERS

# TRYING TO ACHIEVE WITH THE IV?

## ASK QUESTIONS WITH THE AIM OF UNDERSTANDING. THAT PERSON

# WHAT DOES AUTHENTIC EXPRESSION LOCK 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

# 

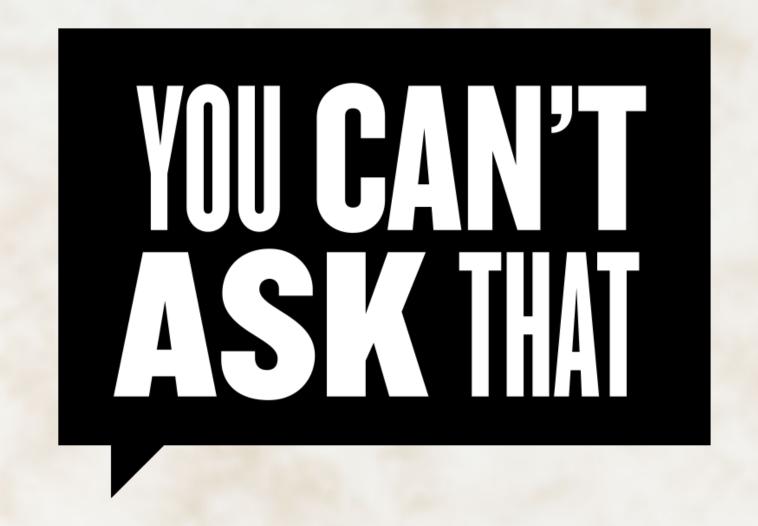
# 

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

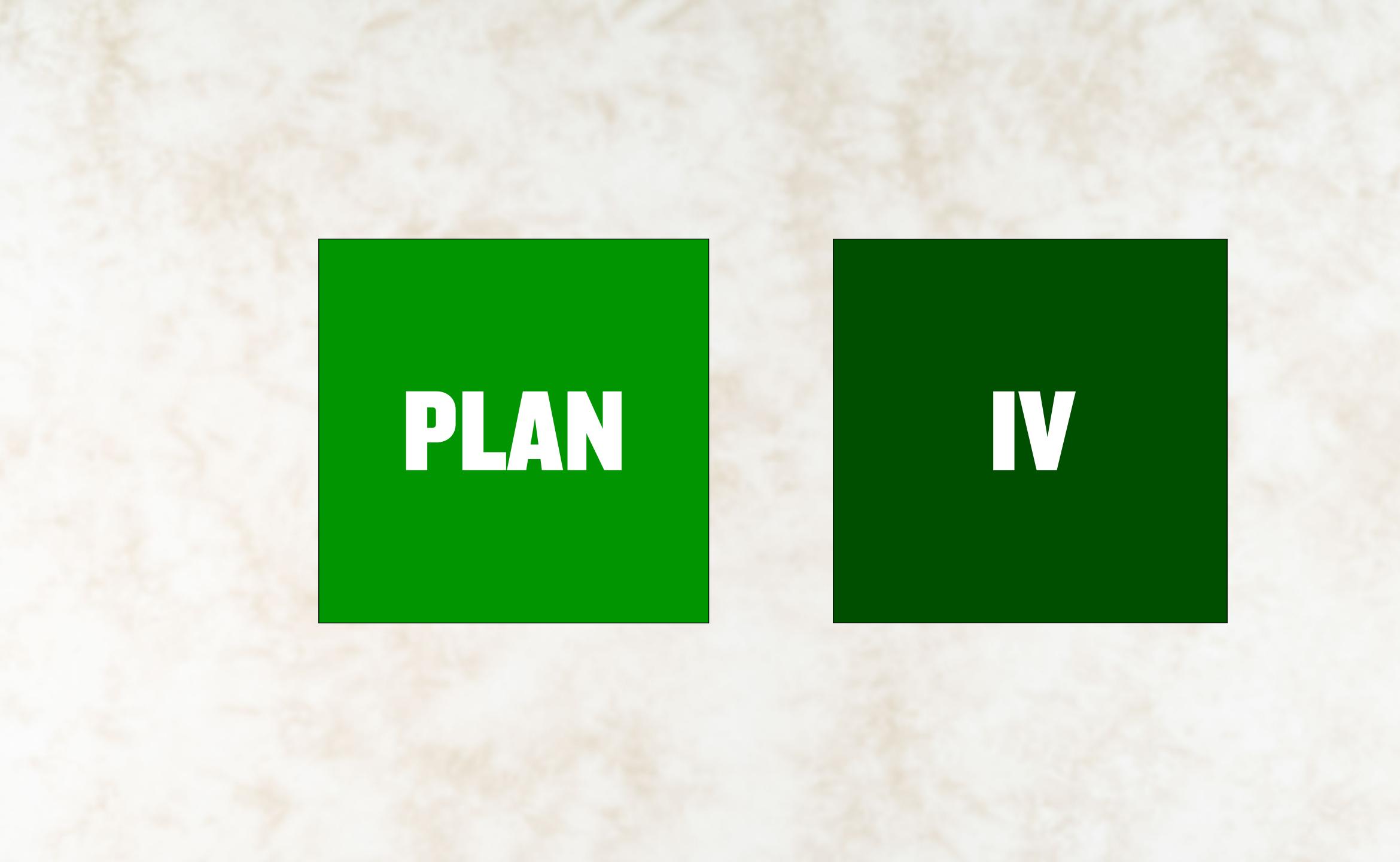
HUMOUR WITH THEORY DON'T KNOW UNTRUTHS EMOTION

### HOW DOYOU DEFLECT

# WHEN YOU DON'T WANT TO ANSWER SOMETHING?



### MELB UNI PROFESSIONAL STAFF



# 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 PEOPLE FEEL GOW FORTABLE

SWITCH ON

FIND COMMON GROUND

BE TRANSPARENT AND PROFESSIONAL

# 

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

## HOWTO GLOSE THE CONVERSATION POSITIVELY

PLAN HOW YOU BRING THEM OUT

ACKNOWLEDGE THE EFFORT

CLEAR ABOUT NEXT STEPS

BE CONSISTENT

### THESE SKILLS

## TAKE PRACTICE

