

4 Tips for Asking Productive Questions

Clarifying communications from leaders during rapidly changing events is vital to patient care. It also helps ensure you are heard and can what you need to perform your best.

Remember your goal in asking leaders productive questions is to:

- 1) Make sure you understand communications, directions, and any changes in procedures
- 2) Determine what actions you need to take to respond

Be calm and professional

Manage your emotions, so you and your leader can focus on the information and answers you need.

Restate what you heard or read

Your leader will appreciate that you were paying attention and will be able to address or correct any information that was not clear.

Be clear and concise

Avoid rambling by asking clear and concise questions that get to the point quickly. This will make it easier for your leader to respond effectively.

Try offering a solution

When bringing up a specific concern, try offering a solution with your question. Your leader can't know everything, so your input may be very appreciated, if provided in a positive manner.

Adapted from **CLiMB™ Ask Productive Questions about Change**

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PURPOSE

During events like COVID-19, leaders must quickly make decisions and communicate information. It's vital for staff to be able to clarify communications by asking productive questions to avoid confusion and missteps. Use these questions and activities to engage your team members and provide a supportive space for discussion.

HOW TO USE THIS TOOL

1. Hand this tool out to individuals or to your team. Give them a few minutes to review the infographic.
2. Use one or more of these questions to prompt discussion and reflection:
 - Have you ever been reluctant to ask questions or bring up an issue?
 - Why? How can these tips help you overcome any reluctance to speak up?
 - Can you think of any other tips that can help with clarifying communications and addressing issues?
 - When you receive new information or directions, how can you best verify your role and any actions you need to take?
 - Why is it important to clarify information? What adverse outcomes could occur if questions are not asked?
3. Consider discussing the following with your team:
 - The methods your team and the organization will be using to communicate the latest information.
 - Who to reach out to for information or questions, including how to escalate issues.
 - If there are issues that need to be resolved, encourage your staff to provide their solutions.