Learning Objectives

At the end of this lesson, you will be able to:

1. Ask better questions in the workplace.
2. Have an understanding that different situations require different types of questions.

Introduction

When asking questions on the job it is important to be mentally prepared to know how to gather the information you may need:

1. Don’t try to impress others.
2. Be yourself.
3. Use your words to ask questions.
4. Think about what you are saying and asking.
5. Control your emotions (remember to breath).
6. Speak clearly and not too softly or loudly.
Prescription for Understanding – Job Related

It is important that you are able to communicate with others while on the job. The way you ask the question is as important as the question you ask. Here are a few general principles to understand:

- Always be polite in the tone of voice and choice of words used.
- Know the type of information you need.
- Share the information you have and if you are not sure of an issue, check with someone who knows.
- Always be willing to provide help when needed.

Example

The following is an example of a conversation between two Health Care workers.

**Jesse:** Judy, I would like to switch lunch hours with you on Friday. My lunch is 11:30 A.M. to 12:30 P.M. I need to switch to the next lunch period which is from 12:30 P.M. to 1:30 P.M. I have a doctor’s appointment. Are you willing to switch with me?

**Judy:** Yes Jesse, I can trade lunch hours with you. Please remind me on Thursday.

**Jesse:** Thanks for helping me out, I’ll remind you on Thursday.

Example Question:

1. Jesse is asking Judy to transfer lunch hours with him.
   a. True
   b. False

Correct Answer: a. True Jesse is making a request.
Skill Check

Answer the following questions using the conversation between Jesse and Judy on the previous page.

1. What type of information did Jesse require?
   a. Judy's lunch hour schedule.
   b. Did Judy approve of the reason?
   c. Would Judy switch lunch hours on Friday?
   d. What day would Judy switch lunch hours?

2. Jesse was polite because:
   a. He told Judy he would switch.
   b. He explained why Judy should change her schedule.
   c. He explained his need to switch lunch and asked her if she would.
   d. He offered to make the switch up to her later.

3. Jesse offered to provide help by:
   a. Offering to switch his lunch hour.
   b. Offering to repay her time.
   c. Thanking Judy and agreeing to remind her.
   d. Telling Judy that he was seeing a doctor.
Gene was reviewing the supplies to ensure that they were stored in a way that makes them easy for him to locate. He noticed that the facility is almost out of hand soap. Gene finds his boss Mary and has the following conversation.

**Gene:** Hey, Mary, someone has been goofing off again. You need to dig around in the closet and see what I just found.

**Mary:** What is it I am looking for Gene?

**Gene:** The problem is on the back shelf right side.

**Mary:** Is this a serious problem?

**Gene:** You are lucky to have me around to keep you out of trouble.

**Mary:** Come with me to the closet.

**Gene:** I'll catch it after lunch.

Answer the following questions using the above scenario.

1. Gene was not polite because:
   a. He accused another employee of goofing off.
   b. He avoided directly answering the question.
   c. He was not cooperative with his supervisor.
   d. All the above.

2. Gene knew that the supervisor needed the following information:
   a. Who was goofing off.
   b. How he could stay out of trouble.
   c. What he found in the closet.
   d. What was on the lunch menu.

3. Gene was polite and willing to provide help by:
   a. Staying with the supervisor and going to the supply closet.
   b. Offering clues to the location of the problem.
   c. Telling the supervisor to look for a problem.
   d. Gene was not providing help.