



OPEN QUESTIONS BANK

DRILLING DOWN TECHNIQUE

- When I say to you xxx what does that mean to you?
- How do you feel about xxx?
- What are your thoughts/concerns?
- What are your expectations?
- How can this situation be improved?
- Can we have a quick chat about it?
- Tell me about ...
- Help me understand...
- How do you feel about...
- What is your favourite part of it?
- What parts of your job do you enjoy/find most rewarding?
- What is your view on...
- What are your thoughts on...
- Is there anything we/I can do better?
- Tell me why?
- Tell me how it feels when...
- Tell me exactly what happened.
- What did they say?



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- How did that make you feel?
- How can I help?
- Where did this happen?
- Who was involved?
- What did they do?
- What is it that bothers you about saying something?
- How do you feel about it?
- What's a good time and location for you to talk about this matter?
- Do you have any personal observations?
- Why do you do it like this?
- What's your thoughts on the situation?
- What's important to you ?
- What's the outcome you would like to get?
- What exactly is the issue/concern?
- Which parts of the task are you confident with? Is there a particular task that is taking more time than is allowed?



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What other Big W questions can you think of that open up the space for your authentic conversations?

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