

Active Questioning

Effectively manage workplace conversations to strengthen relationships and knowledge

Module Duration: 20mins

Everything we do is to improve the working life and empower practice staff to help enhance the patient experience.

This module provides a comprehensive overview of active questioning. By the end of the module individuals will have an awareness of how active questioning can be utilised in practice in order to improve the flow of information within the workplace. The module explores different questioning styles and how to implement them to maximise effect. Individuals will ultimately feel more confident in managing conversations. More meaningful conversations will inevitably leave you better placed to make informed decisions within your practice. A blended approach is utilised with each module containing relevant theory alongside interactive activities and opportunities for reflection. An end of module assessment will evaluate your understanding of the content covered and individuals will receive a certificate of successful study, whilst a learning review document will allow individuals to recap the key elements covered at another time.

Active Questioning Module Structure

- A An Introduction to Active Questioning
 - A Knowing which questions to ask and when to ask them
 - A Funnel technique
- A Active Questioning: Core Styles
 - A Obtaining insight into different situations using a combination of styles to enhance communication
- A Module Review Assessment
- A Certificate of Completion (70% pass grade)
- A Module Learning Review Document

Benefits of Active Questioning

- A Feel more confident in managing conversations
- A Aid the flow of information within the workplace
- A Build clarity in communication
- A Encourage more effective decision-making
- A Develop stronger working relationships

For information about our complete suite of professional development topics, or if you have any other questions, please visit the website:

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