

Asking the Right Questions

The aims of this course are to enable customers to:

- Ask service providers questions that explore key issues and extract key information
- Challenge and engage with service providers in a positive and effective way
- Play an effective role as customer representatives in scrutiny and similar groups.

PROGRAMME

10.00	Introduction to the course and one another
	What information do we need to be able to influence and shape housing services?
11.15	Break
11.30	Framing questions so as to get the answers we need – <i>Understanding and using different types of question</i>
12.45	Lunch
1.30	Asking questions in meetings and interviews - <i>Challenging assertively and dealing with evasive answers</i>
	Practice session
2.45	Break
3.00	Practice session (review)
	Responding to challenging questions
	Putting it into action
4.15	Course review and finish