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Asking questions dos and dont's

Do

Stay within your circle of influence
Only ask about things which you can actually impact, you as leader or together with your team.

Begin with the end
Start by asking yourself what the purpose is, how will you use the answer, or which kind of behaviours are you expecting?

Be balanced
Combine negative and positive aspects. This applies to both alternatives and the questions themselves (e.g. asking for highlights as well as obstacles or is asking about current team spirit, including both positive and negative feelings as alternatives).

Make time for actions
Let enough time elapse between similar questions for the group to take action

Offer variety
Create variation between different question types and purposes (depth, actions & tracking)

Start small
Start with getting to know the tool, and build credibility among the employees. Ask just a few questions with thorough follow-up.

Don't

Ask for sensitive personal information
Never ask anything around race or ethnicity, political opinions, religious beliefs, trade-union membership, sexual orientation, physical or mental conditions, pregnancy or similar.

Ask leading questions
A common mistake when you have a strong hypothesis. In &frankly there's an exception to this rule though – when using questions to trigger actions, it's perfectly ok to pose leading questions.

Be to formal
If you are the sender, make sure your team recognizes your voice. Use the language you prefer.

Force an answer
This is a voluntary tool and based on individual engagement. Let's keep it that way.

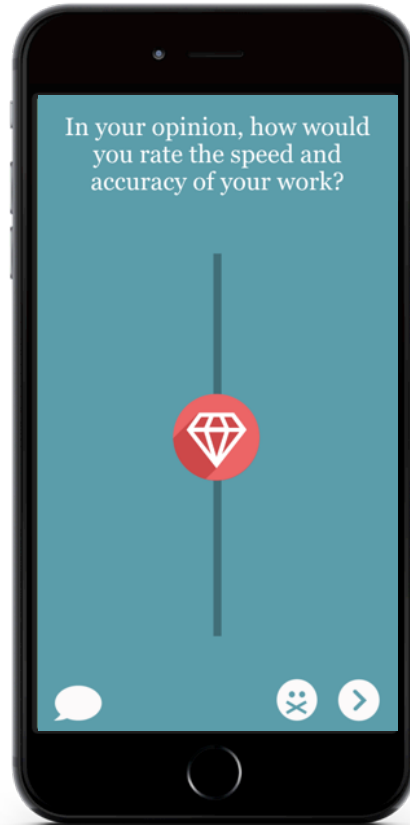### Drown your employees in questions
Be smart, and work with one or a few things at a time. Never ask for more than you have the time to handle.
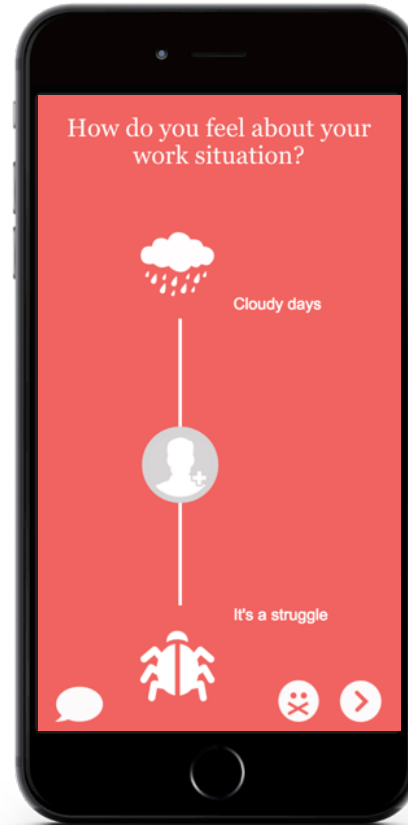
Ask double barrelled questions
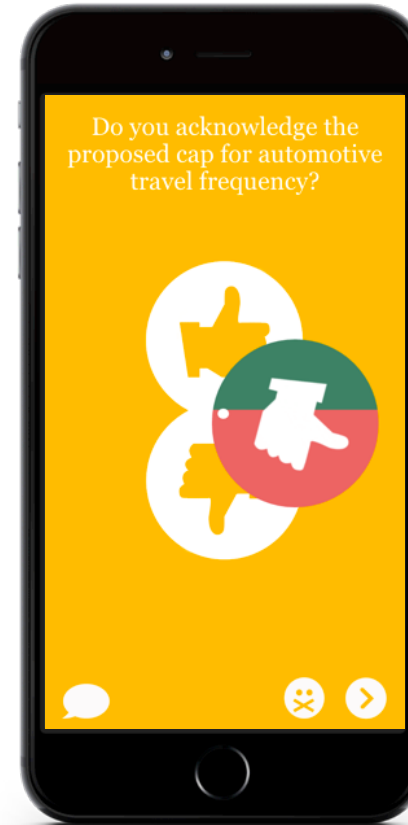Don't ask a question that touches upon more than two topics id you only allow for one answer.

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Don't ask double barrelled questions

In your opinion, how would you rate the speed and accuracy of your work?

Don't ask leading questions

How do you feel about your work situation?

Cloudy days

It's a struggle

Don't be too formal

Do you acknowledge the proposed cap for automotive travel frequency?

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These are examples of questions that are easy to understand and easy to answer. Log in to &frankly and visit our question library for more inspiration.

How would you rate your work?

Speed
Accuracy

Bad
Super

How do you feel about your work situation?

Couldn't be better

Terrible

Are you ok with the suggested driving limits?

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