Questions to Ponder….

Using questions is a great way to promote openness, productivity, and creativity in both group meetings and one-on-one discussions. They provide effective means to begin productive discussions, clarify understanding, and also to come to closure. Using open-ended questions, those that cannot be answered with a simple “yes” or “no” or by supplying a fact, allows facilitators to draw out a variety of opinions and stimulates further conversation and dialogue.

Below are some examples of open-ended questions that will help you do just this.

• What is your reaction to that?
• How can this process be improved?
• What alternatives do we have?
• What suggestions do you have for…?
• How does that relate to our goal/mission of…?
• What do others in the group think?
• What has worked well in the past?
• Tell me more about….

‘Asking the right questions takes as much skill as giving the right answers.’

~Robert Half
Quick Tips

For Effective Communication

Listening and Critiquing...
- Listen actively and intently
- Ask questions
- Give constructive feedback
  ◦ Don’t express an opinion as a fact
  ◦ Explain your reasons
  ◦ Restate the original idea
  ◦ Compliment another’s idea
  ◦ Respond, don’t react
  ◦ Don’t interrupt
  ◦ Critique the idea, not the person
  ◦ Be courteous
  ◦ Avoid jargon
- Have fun - not everything needs to be serious.

Presenting Ideas...
- Be aware of your Body Language
- Use humor that is project related
- Have patience!

Online Communication...
- Don’t write when you’re angry
- Re-read your message before sending
- Use Emoticons and/or emotion words so that your tone is easily conveyed and understood.
- Establish a time limit for replies so that everyone is on the same schedule.
- Recognize that in some situations, like serious disagreements, it may simply be easier to talk in person or on the phone. Not all communication can happen effectively through e-mail or instant-messaging.
- Make sure all group members are available for electronic communication so that each person is receiving the same information.
- Update contact information of group members regularly to ensure easy communication.

Pieces of Leadership

brochures are available on the following topics:

Budgeting
Communication
Conflict Resolution
Delegation
Facilitation
Goal Setting
Group Dynamics
Ice Breakers/Team Builders
Mission Statements
Motivation
Officer Transition
Peer Supervision
Program Planning
Qualities of a Good Leader
Running a Good Meeting
Stress Management
Time Management
Wellness

The information provided in this brochure was adapted from:

Penn State, Teaching and Learning Center

For more information on the topics listed above or to access the resources in our Leadership Library, please visit the

Office of Student Activities and Leadership Development

Located on the First Floor of the Usdan University Center
860-685-2460
or check out our website at http://www.wesleyan.edu/stuact/

Building your Leadership one piece at a time...