

The Questioning Strengths Method

Student Facing Teams Use Questioning Strengths To Create Effective, Focused Outputs To Support Student Outcomes.

Case Study - De Montfort's Student Union



"I had the pleasure of taking part in our questioning workshop earlier this year. The pre workshop questionnaire was a fantastic tool to analyse my own strengths and weaknesses alongside comparing them to those of my colleagues in order to learn how to support each other and make projects more efficient whilst increasing synergy in the team."

- Mu-Hamid Pathan
Governance Coordinator

What Did We Do?

We worked with two teams at DeMontfort Student Union, helping them to make use of better questioning in their daily roles dealing with students and academic staff. The teams:

- Completed the 15-minute online **Questioning Strengths Assessment** (QSA) and received unique questioning strengths profiles in advance of the workshops.
- Took part in two facilitated two-hour online **better questioning workshops**.
- Worked in small groups to generate **three practical question-based outputs**, for use in scenarios tailored to the roles and responsibilities of the participants.



"The questioning skills workshop has helped me to make the most of team meetings and group project work. The session enabled me to understand how individual staff members process information differently and I've been able to adapt the way I present a question to coach answers from all of the team, especially the 'internalisers' of the group."

- Jennine Fox
Advice & Wellbeing Manager

What Value Did We Deliver?

Both the Student Advice and Student Voice teams at DeMontfort Student Union work directly with students and academic staff. They have many and varied opportunities to ask questions to achieve a range of outcomes. This focus includes better understanding the needs of the student body, effectively representing their interests and ensuring they are offering individual students appropriate support.

Getting the right information at the right time in the right way is critical to ensuring these needs are met and that wider issues in the university can be addressed in a constructive manner.

To demonstrate the value of better questioning we worked with the CEO and team leaders to tailor three question-based outputs which were then created by participants during the workshops:

- Questions for a **survey of undergraduate students** about their university induction;
- Questions to investigate a **detailed and complex student complaint**;
- Questions for a meeting with academic staff about a proposed **plan to change penalties for cheating**.