

What? So What? Now What? For Consultations

Method of questioning that stimulates clarity, understanding, and future actions for activities, training sessions, and tutoring sessions

The following is a description of each question and examples of ways that it can be used in a speech tutoring session.

What?

- Sense out what is going on, the importance, or the intended effect
 - Ex: What needs attention in this speech, what is causing the speaker anxiety, what does the speaker intend as his/her message...

So What?

- Transform information into action
 - Ex: Why do we need to work on this area of the speech, how can we mitigate the speaker's anxiety, how can we facilitate the intended message becoming the heard message...

Now What?

- Apply lesson or action to other situations
 - Ex: How can we improve this section of the speech and apply that knowledge to the rest of the speech, how can the speaker use this anxiety to their benefit in future situations, what are other ways that we can convey our intention to the audience...

Questioning Methods

- Analytic : Close-ended question to reveal content and intention
 - Used to get at the technical side of the consultation
 - Useful for What? and So What? sections
- Contemplative: Open-ended questions to provoke critical thinking and analyzing
 - Useful for So What? and Now What? sections