

"HOW TO" ON QUESTIONING: THE KEY TO PROBING FOR REQUIREMENTS

ABSTRACT

Do you ever find yourself stuck during an interview where you don't know what question to ask next, or how to pull out the requirements you need from the stakeholder? Being good at asking good questions will make your job as a business analyst less stressful. Know how the different types of questions can be applied in different ways. Not only will you learn how to come up with some of your own questions, but you will also be provided with some great examples that you can walk away with and start applying right away!

COURSE MODULES

- Module 1: Key Questions Types
- Module 2: Assumptions
- Module 3: Specific to Business Analysis
- Module 4: Inquiry Not an Interrogation
- Appendix: Resources

1. KEY QUESTION TYPES

- Asking Good Questions
- Open vs. Closed Ended
- Context Free
- Probing and Fact Finding
- Funnel Questioning
- Collaborative and Confirming
- Leading Questions
- Meta Questions

2. ASSUMPTIONS

- What Are Assumptions?
- Turning Assumptions into Questions

3. SPECIFIC TO BUSINESS ANALYSIS

- Two Domains
- Use Checklists
- Requirements Classifications
- Gap Analysis
- Ambiguous Words
- Risk Categories
- Interface Assessment

4. INQUIRY NOT AN INTERROGATION

- What to Avoid
- How to Elicit Good Answers
- Tap into Communication Skills

Note: The course totals 3 hours. Each module is approximately 40 minutes allowing for at least a 20-minute Q&A at the end.