

# CPA Enabling Competencies: Communication (Oral and Written) Questions

Communication: Communicate effectively through listening, understanding, speaking, and writing with clarity, and through the art of persuasion and negotiation. Able to clearly communicate complex matters to all levels of an entity.

**HOW TO ASK REALLY GOOD QUESTIONS delves deeper into the dynamics of the conversation and provide you with techniques that will help you move the conversation from social niceties to strategic conversations.**

The value of a mentoring conversation is to help your mentee with the quality of their thinking on issues that are important to them. To do this you need to be able to bring the “story” they have to life in a meaningful way, and to ask powerful questions that stimulates this thinking and shed a different light on the issue.

You may find this content is of greatest value to you when you sense that your mentee is tackling some challenging issues or you want to focus the conversation on experiences directly related to the Enabling Competencies.

## **The mentoring model:**

**What: A review, a re-wind, reflecting back on what has been happening**

1. Describe a communications issue you faced recently

**So What: The process of achieving insight**

1. Considering all the members of your team, what is important to each of them (how do they like to get information, work style, communication style)?
2. If you wanted to convince each member of your team to go out to lunch with you, how would you approach each person? How would your approach be different for each person? If you wanted to convince someone on your team about a technical issue, how would you prepare your approach?
3. In what situation are you a better communicator than others? One-on-one, small teams, large groups, with manager, with colleagues, with clients, with students?
4. If you were to listen to yourself, how convincing/clear/interesting would you be?
5. What might be the difference between what you intended and how others interpreted-it?

**Now What: Mentee’s commitment to new actions, new behaviour, new way of seeing, doing, being**

1. What are you taking away from our conversation today?
2. What will you do differently when faced with a similar situation the next time?