

GETTING THE INFORMATION YOU NEED

COURSE OVERVIEW

When taking on a new assignment or learning in a new task, employees must actively seek out the information they need to succeed. Given the pace of many work settings, however, that can be a challenging task.

This module centers on a four-step process for identifying gaps in knowledge, asking focused questions, encouraging others to share information, and checking their own understanding of what they hear. Participants identify situations to apply the process, consider the potential impact of their questions, practice the process in a range of situations, and plan for later application of the process. Overall, the module helps participants gain skill and confidence in asking for and verifying the information they need to succeed at work.

LEARNING OBJECTIVES

- Describe the importance of actively seeking information necessary for job success.
- State the kind of information they need.
- Encourage the other person with positive body language and facial expressions.
- Explore the topic by asking a mix of open and closed questions.
- Paraphrase what they hear to verify understanding.
- Use the SEEK steps in a practice situation.
- Identify a situation at work or outside work where they can use the SEEK steps to obtain information.

SKILL STEPS

- State the information you need and why.
- Encourage the person by showing your interest.
- Explore the topic by asking questions.
- Keep checking your own understanding.

LENGTH OF SESSION

- 2 Hours