Initial Question

Yes you’re in the right place
“Yes I can help you with that”

Bridge-to-neutral questions
“It would help me think of the best way to help you if you could tell me…”
“Can you back me up a little bit and tell me …”
“Can I ask you a few questions so that I can help you better?”

Neutral questions – situation, use, gap
“What are you trying to do?”
“What will you use this information for when you get it?”
“What seems to be missing?”

Learn about the user’s problem

Present ideas that might help

Execute the information-seeking agreement

Give the User Control
THEIR problem, THEIR solution
Selected Articles:


