**The Best Practices of High-impact questions**

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|  | **Speak clear and direct**-  Make eye contact and annunciate your words. You want to ensure your jobseekers fully understands the question you are asking |
|  | **Allow time to process**-  Some questions may be easier to respond to than others. Be sure that you are mindful of silence and potential cues your jobseeker may be giving off that indicate they are processing their response. Let a few seconds pass and ask them if they need more time to respond or if they would like to move on to another question and come back to the question at a later time. |
|  | **Summarize to confirm-**  It is always a best practice to summarize what your jobseeker is saying to ensure your understanding. This makes the jobseeker feel respected and shows them you are invested in their success. |
|  | **Be mindful of emotions-**  If you ask a question that starts to cause your job seeker to show signs of an emotional response, make sure you ask them if they are okay and if they would like a moment to gather their thoughts. For example, if your job seekers begin to have tears well up in their eyes, that is an indicator that they may not be ready to respond to such a question, and you can immediately offer them more time or move on. |
|  | **Invite vulnerability-**  Be sure to communicate to your jobseeker that it is okay and safe to be vulnerable with you. Remind them that your conversation is a safe zone and that they can feel free from judgment. This is your esteemed opportunity to build trust within your relationship. |
|  | **Support-**  Always ask your jobseeker how they would like you to support them. It is one thing to offer general support, but if you position this in a question, you will get a personalized response that provides you direction on how to support them. This is what you want to gain from these conversations to help them along their career path. |