

		question type / listening technique
R	<i>So, Elizabeth, you took a course in corporate communication?</i>	closed question
C	Yes, I did.	
R	<i>Did you like it?</i>	closed question
C	It was a nice experience.	
R	<i>Why is that? Did you learn anything new?</i>	open question
C	Yes, I managed to improve my communicative skills and I now feel more confident in situations where I used to be very self-conscious. When I enrolled, I wanted to improve my meeting skills. During the course I got the theory and the practice I needed to chair a meeting and make it run smoothly.	
R	<i>Could you give me an example of a situation that you used to dread, but that you now handle with confidence?</i>	open question
C	mmm...I'm only 24 years old, so mostly when I chair meetings I am the youngest in the room. Before the course I used to feel very ill at ease when this happened, but now I have learned to realise that when I chair a meeting, I am there for a reason.	
R	<i>Mhm?</i>	show interest
C	Well, because I make a good chairwoman.	
R	<i>So, tell me...how would you handle a situation where a member of a meeting you chaired challenged your authority openly?</i>	hypothetical question
C	I would tell that person very calmly I cannot see why he would question my skills, whereas the higher management seems to have the utmost confidence in my abilities.	
R	<i>I would never challenge anybody's authority without having a very good reason. When somebody holds a certain position, I always give them a fair chance. Don't you think that I'd be a positive presence in a meeting?</i>	leading question
C	I suppose so, yes...	
R	<i>Anyhow...you are a confident chairperson now, because of the course in corporate communication you took. Right?</i>	Clarify & summarise
C	Indeed...	