Category

Consulting

Trusted Advisor Discovery & Questioning Techniques Playbook

Asking the questions that surface what the client hasn't yet articulated, not just what they already know to tell you

- Practitioner
- Intermediate
- Template Included

- Mithun A. Sridharan
- 27 July 2021
- 4 minute(s)

Overview

A framework for discovery and questioning technique that surfaces genuine, not-yet-articulated client insight — open-ended framing, productive silence, and layered follow-up — distinct from simply gathering the information the client already knows to volunteer.

Isn't discovery just asking the client what their problem is?

A basic version, yes, but genuine discovery technique surfaces insight the client hasn't yet fully articulated even to themselves — requiring specific questioning technique beyond simply asking "what's the problem" and recording the answer.

How is this different from the Trusted Advisor Conversations

Playbook on framing and reframing? That playbook covers techniques for introducing your own perspective into a conversation. This one is about drawing out the CLIENT's own deeper thinking through questioning technique, a complementary but distinct skill focused on eliciting rather than contributing perspective.

{ "@context": "https://schema.org", "@type": "FAQPage", "mainEntity": [{ "@type": "Question", "name": "Isn't discovery just asking the client what their problem is?", "acceptedAnswer": { "@type": "Answer", "text": "A basic version, yes, but genuine discovery technique surfaces insight\nthe client hasn't yet fully articulated even to themselves — requiring\nspecific questioning technique beyond simply asking \"what's the\nproblem\" and recording the answer." } }, { "@type": "Question", "name": "How is this different from the Trusted Advisor Conversations", "acceptedAnswer": { "@type": "Answer", "text": "Playbook on framing and reframing?\nThat playbook covers techniques for introducing your own perspective\ninto a conversation. This one is about drawing out the CLIENT's own\ndeeper thinking through questioning technique, a complementary but\ndistinct skill focused on eliciting rather than contributing\nperspective." } }] }

Subscriber access

Unlock this playbook

This playbook — including every framework, template, and step-by-step section — is available free to Think Insights subscribers. Enter your email to unlock it instantly and get

our weekly insights newsletter. No account needed, and access is remembered on this device.

First Name

Last Name

Email

Country - Select -

■ I agree to data processing in accordance with GDPR

Submit

Leave this field blank

References

Related playbooks

Consulting

Cross-Functional Trusted Advisor Playbook

A framework for becoming a genuinely trusted advisor across business, technology, and operations stakeholders simultaneously — building real fluency and credibi

- Practitioner
- Advanced
- Template Included

Read playbook

Consulting

Framing Client Problems & Co-Creating Solutions as a Trusted Advisor Playbook

A framework for collaborative problem framing and solution co-creation with clients — genuinely involving them in shaping both the problem definition and the so

- Practitioner
- Intermediate
- Template Included

Read playbook

Consulting

High-Stakes Executive Conversations for Trusted Advisors Playbook

A framework for preparing and navigating the rare, acute high-stakes executive conversations — a crisis update, a difficult recommendation with significant cons

- Practitioner
- Advanced
- Template Included

Read playbook

Talk to us about discovery and questioning technique

Tags

- Trusted Advisor
- Discovery
- Questioning Technique

Author

Mithun A. Sridharan Thought Leader

I'm Mithun A. Sridharan, Founder of this website - Think Insights - on Strategy, Management Consulting, Leadership, Digital Transformation, and Data Literacy. Follow me on social media or connect with me on LinkedIn for updates.