## ANTECEDENTES

The workshop focuses on methods to maximize the effectiveness of the questions we ask during our conversations, avoiding potential misunderstandings and enhancing productivity.

Sessions will include: (i) the most common ways in which people tend to formulate questions, (ii) how to tailor our questions to the information we hope to receive, and (iii) how to use questions to encourage problem-solving.

Will also focus on the importance of asking questions that are framed in a neutral and non-judgmental form, as well as question sequencing techniques that are commonly used in mediation. The workshop will be interactive and will have classroom exercises.