



DIAGNOSTIC QUESTIONS

SALARY QUESTIONS

- What issues might bear on my salary increase this year?
- Who besides _____ might influence the company's decision on the size of my raise?
- Who do you need to satisfy to close a deal? How can I help you satisfy them?
- Who has the authority to close the deal? Should we include them in our discussions?
- What should I be prepared to demonstrate about my performance to maximize my raise this year?
- What limitations might you be operating under of which I'm unaware?
- How can I help remove or diminish those limitations?
- What are your primary goals for the coming year?
- How might I help you achieve them?
- What metrics do you base the company's proposed raise this year?
- If I were to accept your counter offer, what could you promise me as a timeline for getting to X salary?
- What would it take to adjust my salary at target points as opposed to annual reviews?
- Can you think of any items within the scope of this discussion that are of low cost to you but might be of high value to me?
- Would you be willing to brainstorm other ideas and options?

DEAL AND FEE SETTING QUESTIONS

- What are your financial goals for the year?
- What were your goals for last year and did you meet them?
- What obstacles prevented your being as successful as you wished to be last year?
- If you could eliminate or reduce the number of those obstacles, what would it be worth to you?
- What have you budgeted this year for services like mine?
- What did you base that budget on?
- What items have you budgeted as little/as much on?
- In what ways do you anticipate spending the money you budgeted for services like mine?
- Are you currently paying for services like mine?

- Have those services lived up to your expectations?
- When you hire a _____, what are your preferences in the manner the job is done?
- What do you demand by way of quality?
- Is there a way to pass the expense of _____ along to the customer?
- Is there another source of income or another budget item that could be used to pay for my services?
- Would you be willing to give me a chance to show you a better way to do X?
- If I could produce X results, would you be comfortable entering into a contingency deal or a flat fee with a bonus or an hourly rate with a bonus?
- Is there something of value you believe you could provide to me in addition to cash that might incentivize me to do the job for less than my going rate?

ISSUE-ORIENTED QUESTIONS

- How would you characterize the issue/problem?
- Who do we need to include in the conversation?
- Who might be harmed as a result of this issue?
- How can I help you avoid that harm?
- Where do you think we might obtain more information that would help us resolve this problem?
- Would you like me to search that out?
- What's most important to you?
- What's least important to you?
- What would be the best outcome for you?
- What's difficult about X?
- How can I help you?
- How do you see our relationship evolving if we resolve this issue?
- What do you fear might happen if we don't resolve it?
- What's holding you back?
- Where do you wish you could go?
- What would you do if your hands weren't tied?
- If we were partners in this, how could we use our strengths to support each other?
- What role would you like me to play in resolving some of the problems you're having with X now?
- What's upsetting you?
- What do you think is fair?
- Why do you think that's fair?
- What about that resolution seems fair?
- What else?
- What might be left unsaid or undone?