

1.	<p>Q: Does ITIL address the other two domains of the Bloom's taxonomy - Affective and Psychomotor?</p> <p>A: Great question. ITIL doesn't get into Psychomotor as Psychomotor is too hands-on. ITIL does address Affective, especially in Organizational Change Management. It gets into emotions: How are we dealing with Change?</p>
2.	<p>Q: Can you talk a little more about this topic: "Meetings: establish the agenda based on Bloom levels"</p> <p>A: Meetings have a tendency to go long and sometimes get off topic, even with an agenda. You can use Bloom Levels 1-6 as an effective starting point leading to an effective ending point. Begin with terminology (Level 1). For example, if the meeting is about IT Services, does everyone understand the definition of an IT Service? Often we assume people know the definition and they may not. From there, move the agenda through the levels of Bloom. When you get to Level 5, you are getting to deliverables. Have we achieved them? Level 6 can be as simple as, "Do you feel this is an effective meeting? Did you get out of the meeting what you wanted to? If not, why not?" Practice using Bloom as a basic agenda approach and see if your meetings become more effective.</p>
3.	<p>Q: Do you recommend any books on effective ITSM questioning?</p> <p>A: I do not know of one comprehensive book on ITSM questioning. You can pull questioning techniques from the ITIL books themselves or the complimentary guidance to ITIL like The ITSM Service Management Process Design Guide. You can also study the works of Benjamin Bloom himself or some of his students. Bloom's work came out throughout the 50s, 60s and 70s so it can seem outdated.</p> <p>Internet searches may be more effective for you versus getting a book.</p>
4.	<p>Q: This might be too deep of a question, but any "tricks" for making a safe zone where folks feel free to answer the "what could have made this meeting better" kind of question?</p> <p>A: Having effective questioning be part of your cultural norms will lead to people feeling comfortable in answering that question. Having people state why the question is being asked--possibility, opportunity or action--will also put people at ease.</p>