

## ASKING QUESTIONS

Closed ended questions are designed to get simply closed ended answers like yes and no. They are sometime useful in gathering certain types of information, but, generally, they do not allow people to explore the situation or what they might be feeling. Examples of closed ended question are:

- Are you all right?
- Do you understand what has been written?
- Did you follow the directions?

Direct questions are designed to get a specific response or specific information from the individual. Examples of direct questions are:

- When did \_\_\_\_\_ happen?
- How can I help you?
- Can you tell me what happened?
- How long has \_\_\_\_\_ been going on?

Asking open ended questions will allow the individual to give a detailed narrative that can help shed light on the issues at hand.

- How did that make you, and others, feel?
- What are you worried about?
- Can you explain what bothers you about that?
- How important is \_\_\_\_\_ to you?
- Can you describe what you feel is the problem?
- What is the ideal resolution for you?

A good open ended question start with who, what, when, where and how. You want to avoid asking questions beginning with why, this seem to place blame or can come off as questioning the individual's intelligence.